

JOB OPENING ANNOUNCEMENT

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Employment Hotline 650-508-6308

July 21, 2021

TITLE: Manager, IT Operations
EMPLOYMENT TYPE: Exempt (Full Time)
DIVISION: Finance (Information Technology)
PAY RANGE: \$2,342.15 - \$3,513.23 weekly (\$121,792 - \$182,688 estimated annual)
APPLICATION DEADLINE: **Friday, August 13, 2021**
WORK LOCATION: San Carlos, CA

JOB SUMMARY:

The Manager, IT Operations will report to the Executive Officer, Information Technology and will be responsible for the administration of the Desktop Infrastructure, Customer Support Help Desk, Project Management Office, and IT Finance Operations. The incumbent will ensure continuity of end-user computing services for District employees and contractors through planning, technical leadership, and project coordination.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Responsible for the overall success of IT Help Desk, which provides the intake, resolution, or assignment of technical requests and trouble tickets for the agency.
- Determine requirements and monitor the level of customer service provided by the IT Operations team and the Help Desk. Ensure that incidents and calls are resolved in a timely manner.
- Develop annual budget in support of upcoming information systems plans and projects, existing licensing adjustments, new technologies and maintenance contracts and inter-department hardware and software requests. Review operating budget and debrief management team.
- Develop, implement, and manage Service Level Agreements (SLAs), including coordinating discussions with stakeholder management regarding current and anticipated service requirements and alternative approaches.
- Develop and manage IT policies and procedures related to servers and desktop workstations to improve the operating quality and efficiency.
- Oversee major Project and IT Service delivery. Plans, coordinates, and monitors all aspects of internal information system-specific projects, which translate business objectives and requirements into workable plans, requirements documents, technical and functional design documents and models.
- Supervise staff. Hires, mentors and takes appropriate corrective and/or disciplinary action. Participates in selection, coordinates staff training, establishes performance objectives, monitors and evaluates employee performance.

EXAMPLES OF DUTIES:

- Develop the staff, systems and processes used to ensure best-of-class IT support services in a fast-paced banking environment.
- Develop metrics and KPI's to measure success including continuous improve and streamline Help Desk processes.
- Document systems and related infrastructure Standard Operating Procedures (SOPs).
- Support audit and regulatory requests as well as maintain documentation to support those requests.
- Coordinate departmental activities and special projects to ensure quality, cost-effectiveness, and meeting of timetables.

- Manage the acquisition and utilization of desktop computers and printers across the District. Review user-generated purchase requests for workstations and printers across the District and identify specific products for procurement.
- Manages deliverable estimation process, resource allocation and efficient utilization; negotiates resource conflicts with other project managers or resources managers as appropriate.
- Create Program/Project Plans with milestone and activity details for all IT projects.
- Evaluate job performance of staff which also includes the professional development of staff through the identification of on-the-job and other professional development opportunities.
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Manage all IT related Procurement activities and vendor contracts.
- Performs other duties as assigned.

SUPERVISION: Works under the general supervision of the Executive Officer, Information Technology who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS:

Sufficient education, training and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in Computer Science/Technology or job experience related equivalence.
- Five (5) years' experience in managing IT Operations and/or Help Desk.
- Three (3) years of supervisory experience leading in IT Group.

PREFERRED QUALIFICATIONS:

- Experience working with IT Asset Tracking and Ticketing systems.
- Windows 10 or above, Azure Active Directory, Microsoft Office 365, Microsoft Exchange Online, and Asset Tracking and Ticketing Systems.
- Budgeting and forecasting experience in a technology environment is desired, along with vendor management experience.
- PMP/Agile/ITIL foundations certifications preferred.
- Project management leadership experience.
- Any other technology certifications a plus.

SELECTION PROCESS MAY INCLUDE:

The selection process may consist of an evaluation of the applicant's qualifications, panel interview, practical exercise and/or internal Department interviews. Upon completion of the selection process, an offer of employment may be conditionally based upon the successful completion of employment and education verification and criminal background check.

BENEFITS:

For additional information on SamTrans benefits, please visit, <https://www.smctd.com/jobs.html#benefits>

Holidays : Seven paid holidays, plus up to four floating holidays per year

Paid Time Off : Up to 26 days (PTO) per year

Cafeteria Plans : Medical, dental, vision care, group life insurance and more

Transportation : Free Bus Transportation for employees and qualified dependents

Pension : Social Security and California Public Employees Retirement Systems (CalPERS)

- Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
- New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the www.smctd.com/jobs.html. Complete an online employment application by 11:59 pm on Friday, August 13, 2021. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308.
- SamTrans celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.