| CLASSIFICATION TITLE: IT Operations and Services Supervisor | JOB NUMBER: 7094 | AFFILIATION: Unaffiliated (Non-Union) |
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| REPORTS TO: Information Technology Manager | PAY GRADE: 26 | FLSA STATUS: Exempt |

## GENERAL SUMMARY

Performs complex administrative work ensuring the effective and efficient operation of the City's Microsoft Office 365 ecosystem, network, servers, desktop PCs, mobile devices, phones, software, hardware, and other IT equipment while making sure that the City's end users receive appropriate IT assistance and support; performs related work as apparent or assigned. Work involves setting policies and goals under the direction of the Information Technology Manager (supervisor). Continuous supervision is exercised over assigned personnel.

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of Teamwork, Integrity, and Excellence promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees.

- Works with the IT Data and Asset Management and IT Applications Supervisors to ensure effective delivery of operational projects, develop business case justifications and cost/benefit analyses for IT spending and initiatives, and develop requests for proposals.

- Administers and supervises the management of Microsoft Office 365 environment including but not limited to Exchange, Active Directory, SharePoint, Office,

OneDrive and Azure. Supervises and oversees the management of Windows OS, IIS & SQL servers.

- Leads the evaluation, planning, migration, deployment and management of Microsoft Office365 services. Performs tenant management task for the enterprise system, including its identities, security, compliance, cloud integrations and supporting technologies.

- Oversees all reports and documentation related to desktop, software, hardware, network and systems operations; develops and implements all functional policies and procedures; manages the deployment, installation, monitoring, maintenance, development, upgrade and support of IT systems, including software, networks, data centers, servers, PCs, operating systems and associated hardware.

- Approves purchase of IT equipment and supplies in order to meet operational requirements of the business after ensuring the requests meet the city's cybersecurity standards and policies; Serves as project and/or operational lead for the city's IT security requirements.

- Analyzes existing operations and makes recommendations for the improvement and growth of the network infrastructure, desktop computing assets, computer equipment and other IT systems; evaluates current and future enterprise security and compliance related requirements and develops or recommends technical and operational solutions; conducts research and remains current with the latest technologies and solutions in support of security needs and procurement efforts.

- Manages all IT assets, including hardware, software and equipment throughout the City; approves purchase of equipment and supplies in order to meet operational requirements of the business.

- Establishes and maintains regular written and in-person communications with the organization's executives, department heads and end users regarding pertinent IT activities.

- Oversees the provisioning of end-user services, including help desk and technical support services. Provides continuous effort to improve operations, customer satisfaction, decrease turnaround times and streamline work processes.

## KNOWLEDGE, SKILLS AND ABILITIES

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

Knowledge of:
- Administrative principles and practices, including program development, implementation, evaluation, project management and supervision of staff.
- Principles and practices of budget development and administration.

- Applicable Federal, State and local laws, rules, codes and regulations related to assigned activities.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Knowledge of modern programming languages and databases.
- Applicable data privacy practices and laws.
- Microsoft Office 365 tenant, identity, device, security, compliance, service and identity management.
- Technical architecture and topology for software, hardware and networks.
- Current technical network hardware, protocols and standards, including WAN systems (e.g., Cisco systems).
- Technical network, desktop computer hardware, software and mobile devices and systems.
- Security based logging and monitoring, vulnerability assessments and industry standard best practices for securing systems and networks.
- Diagnostic utilities to monitor system and application performance and security log analysis
- Technical aspects of field of specialty.

Skills and abilities to:
- Align technical and business needs.
- Perform IT infrastructure planning and development, project management and application support.
- Oversee, design, build and manage contracts.
- Conduct research and remain current with the latest technologies and solutions to maintain the city's cyber security posture and support procurement efforts.
- Analyze, conceptualize and problem-solve.
- Understand and support the organization's goals and objectives.
- Effectively respond to customer calls, provide timely status updates to customers and monitor, guide and prioritize the workload of assigned personnel.
- Use ticketing systems data matrix to assess customer needs and improve IT services and operations.
- Train, supervise and evaluate assigned personnel.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or direction, organize own work, set priorities and meet critical time deadlines.

- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

## SPECIAL REQUIREMENTS

- Obtain Microsoft Certified Systems Engineer (MCSE) or Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) or Certified Information Systems Security Professional (CISSP) certification within one (1) year of hire and maintain throughout employment.
- Obtain PMI-Agile Certified Practitioner (ACP) or Project Management Professional (PMP) certification within two (2) years of hire and maintain throughout employment.
- Valid driver's license.

## EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information systems, or related field and six (6) or more years of experience with IT networking or enterprise operations infrastructure, including two (2) years in a supervisory role, or equivalent combination of education and experience.

## COMPETENCIES

### Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations.

Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

### Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
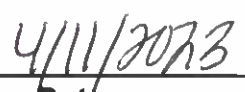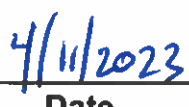
This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 10 pounds of force; work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires speaking or hearing and occasionally requires standing, walking and sitting; work requires close vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and operating motor vehicles or equipment; work has no exposure to environmental

conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization** *(for Archive)*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

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| *Raney Paulsen* | 4/11/2023 |
| **Human Resources Director** | **Date** |
| | 4/11/2023 |
| **Department Head** | **Date** |
| | 4/11/2023 |
| **City Manager or Authorized Designee** | **Date** |