CITY OF AURORA
JOB DESCRIPTION

JOB CODE: 278
SALARY GRADE: E18
EFFECTIVE: 12/21/21

DIRECTOR OF IT OPERATIONS

Definition
Under direction of the Chief Information Officer (CIO), the Director of IT Operations will manage day-to-date operations of division in accordance with direction set forth by the CIO. The Director of IT Operations will maintain compliance with IT Security policies as established by the CISO. This individual will liaise with the Project Management Officer to allocate resources to prioritize projects.

Equipment/Job Location
The noise level in the work environment is usually moderate. Performs duties in an office environment. Some travel may be required for field research, training, seminars and conferences. The employee frequently is required to sit. The employee must occasionally lift and/or move up to 100 pounds. The employee must be available for after hours and weekend on-call support.

Essential Functions of the Job
1. Oversees all IT Divisions (Applications, Infrastructure, GIS, and Support Desk) day-to-day operations.

2. Oversees the IT budget process alongside the CIO.

3. Documents and updates the IT Strategic Plan with the guidance of the CIO.

4. Oversees and reviews the performance of IT division personnel; examines current operational and performance levels.

5. Develops effective working relations with IT divisions and other city departments with whom work must be coordinated or interfaced.

6. Coordinates project work and staffing requirements with the PMO.

7. Participates in the hiring, promotion, disciplinary action, termination recommendation, and salary adjustments of assigned staff.

8. Encourages appropriate training for employees and career path planning.

9. Helps build succession plans for critical IT employees.

10. Monitors network capacities, identifies potential weaknesses and coordinates this with the IT Operations Manager and Infrastructure Team.

11. Keeps current on computer industry trends and emerging software.

12. Coordinates the maintenance and review of the City's optical fiber network.

13. Performs other related special project duties as assigned.

Required Knowledge and Abilities

- Requires the ability to take a leadership role within the IT Division and oversee network and PC related activity.
- Requires the ability to integrate systems from multiple City information system departments and/or divisions.
- Requires the ability to supervise, support, and train technical staff in performing their daily responsibilities.
- Requires the ability to keep up on technological advancements and make proactive recommendations for application and network upgrades, and new computerized systems.
- Requires the ability to install, move, and maintain hardware in confined, and isolated areas.
- Requires the ability to establish and maintain a good working relationship with all City departments, vendors, and outside agencies.

Qualifications for Hire

- Bachelor's Degree from an accredited college or university with course work in Computer Science, Business Administration, or related field.
- Requires at least ten (10) years of professional experience in business administration, management, or a related fielding including experience in the management of network infrastructure, help desk services, applications development and support, or substantially related experience
- Requires possession of a valid Illinois Driver's License.