



City of Aurora JOB DESCRIPTION

TITLE: DIRECTOR OF IT OPERATIONS
DEPARTMENT: Information Technology
LABOR GROUP/PAY PLAN: Executive Pay Plan
LOCATION: IT

JOB CODE: 278
SALARY GRADE: E18
FLSA STATUS: Exempt
EFFECTIVE: 12/21/2021

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.

Physical Demands and Equipment

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.

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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.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. 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 description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

JOB DESCRIPTION ACKNOWLEDGEMENT

I, _____, acknowledge that I have received a copy of my job description. The description of DIRECTOR OF IT OPERATIONS describes the duties for employment in this position. I acknowledge and understand that this is not a contract of employment. I understand that I am responsible for reading this job description in its entirety and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions

I understand that the physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions by contacting the Human Resources Department.

The City of Aurora is an Equal Opportunity Employer.

Applicant/Employee Signature

Date