

**CITY OF FONTANA  
(IT) NETWORK OPERATIONS DIVISION MANAGER**

**DEFINITION:** Under general direction from the Information Technology Director, plans, organizes, manages, directs and coordinates the activities of the network operations division for the Information Technology department; coordinates requests with other divisions and departments; provides highly complex staff assistance to the Information Technology Director.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Develop and recommend goals and objectives; assist in the development of and implementation of policies and procedures.
- Direct, oversee and participate in the development of the Network Operations work plan; assign activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures and coordinate it with the Information Technology Department Work Plan.
- Coordinate the implementation of comprehensive computer networks supporting data, voice, and video traffic city-wide;
- Administer maintenance and support contracts;
- Review and evaluate department requests for computer workstations, telephones and related peripherals as well as desktop software; negotiate and finalize purchases from vendors; coordinate inspection and testing of equipment before acceptance; coordinate the installation of hardware with the Information Technology Division; determine necessary preventive and corrective equipment maintenance;
- Oversee customer support activities including the Service Desk/Call Center and In-service training activities;
- Analyze incident reports and help desk statistics and recommend appropriate remedial action including equipment replacement schedules, modification of technology standards, and training programs;
- Plan, direct, schedule and participate in the training of staff throughout the City in the use of computers; assist users in solving problems related to their computers and/or applications; suggest alternative solutions.
- Prepare the Network Operations Division's budget; assist in budget implementation and coordinate with the Information Technology Department budget; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Provide staff assistance to all departments; meet with directors regarding ongoing or planned projects; analyze department requirements for technology-related services.
- Coordinate division activities with those of other departments and outside agencies and organizations; prepare and present staff and technical reports; conduct feasibility studies; evaluate the City's long-range information technology needs.
- Analyze, interpret and report research findings.
- Supervise subordinate staff and coordinate consultants.
- Communicate clearly and concisely, both orally and in writing.
- Maintain a cooperative working relationship with the public, users, vendors, and City management.

- Conduct systems analysis and design for new projects or systems revisions.
- Keep current on trends and innovations in Technology.
- Perform other tasks as deemed necessary to the daily operation of the City.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff.

**EXPERIENCE AND TRAINING GUIDELINES:** A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Principles and practices of employee supervision, including work planning, review, and evaluation.
- Principles and operations of a complex networked computing environment, including web servers, databases, internet connectivity, and wide area network technologies.
- Hardware and software for personal, departmental, and enterprise computer business applications.
- Training and relevant experience with customer support management methodologies including ITSM and other Service models.
- Information management program development.
- Budgeting procedures and techniques.
- Research techniques, methods and procedures.

**EXPERIENCE:** Five (5) years of increasingly responsible, professional experience in the Information Technology field in a commercial or municipal government environment; this includes operations, customer support, and two years of administrative and supervisory experience.

**EDUCATION:** Requires possession of a Bachelor's degree in Computer Information Systems or a closely related field from an accredited college or university.

**LICENSES/CERTIFICATIONS:** Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

**SUPPLEMENTAL INFORMATION:** Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.