



City of Mountain View (CA)

## IT Systems Operations Manager

<b>SALARY</b>	\$5,566.73 - \$8,350.09 Biweekly \$12,061.25 - \$18,091.86 Monthly \$144,734.98 - \$217,102.34 Annually	<b>LOCATION</b>	Mountain View City Hall
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	202400013
<b>DEPARTMENT</b>	Information Technology Department	<b>OPENING DATE</b>	08/30/2024
<b>CLOSING DATE</b>	9/30/2024 5:00 PM Pacific	<b>FLSA</b>	Exempt
<b>BARGAINING UNIT</b>	EGLE		

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### What's the Role and What You'll Do

The **City of Mountain View** is seeking a **technically skilled, customer-focused, and hands-on leader** to fill the position of **Information Technology (IT) Operations Manager**. This role receives administrative direction from the **Assistant IT Director** and may exercise direct supervision over assigned department staff. The successful candidate will be responsible for building and maintaining strong relationships across the organization, helping to ensure the City's technology goals are met. If you **demonstrate exemplary leadership** as an operational manager, this position is for you! Review our detailed job description [here](#).

#### What You'll Do:

- Manage the Information Systems Operations section of the IT department.
- Analyze, plans, coordinate, schedule, support, and administer the City-wide server infrastructure systems.
- Oversee the management and performance of on-prem server systems and related cloud hosted services as the infrastructure/systems security specialist.
- Assist in the development of the department budget; monitor project budgets and execute technical work to ensure project is completed and remains on budget.
- Coordinate and oversee projects with other City work units and outside contractors.
- Provide technical consultation and technical assistance to departments; oversee the service desk staff, performance metrics, and escalation of service issues from City staff.
- Supervise, train, mentor, and evaluate assigned staff.
- Perform related work as assigned.

### The Essentials

A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

- Bachelor's degree in computer science, information technology management, or a closely related field.
- 5 years of experience including two years of supervisory responsibilities.
- Experience strategic planning and ability to implement complex information technology systems.
- This position may require one or more professional certifications or equivalent training and experience: Microsoft Certified Associate, Microsoft Certified Expert, Cisco Certified Network Professional, or Cisco Certified Internetwork Expert technology certifications.
- Possession of or the ability to obtain a valid Class C California Driver License and maintain a good driving record.

#### **Bonus Points:**

- Public sector experience.

#### **Are We a Match?**

- You work well **individually** and in a **team-oriented** environment.
- You are **adaptable** and can offer solutions in ambiguous situations.
- You are **flexible** and willing to work extended or irregular hours for critical issues.
- You possess **knowledge of industry development** and advances in technology.
- You're able to work in **partnership** with departments to make sure their needs are met.
- You can think on your feet and enjoy **resolving** complex challenges.
- You are **organized** and establish short- and long-range goals and objectives.
- You are a **natural leader** and believe that employee development, training, and mentoring is a critical component of a management role.

#### **Apply Now**

Submit your application and resume online at [GovernmentJobs.com](https://www.governmentjobs.com) or to the Human Resources Department; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Please provide a valid email address on your application. This recruitment will close **at 5:00 PM PST on Monday, September 30, 2024.**

*Fine Print.*

**The annual salary range is \$144,734 - \$217,102 with a control point of \$180,918.** Pay beyond the control point may be awarded for exceptional experience and qualifications upon hire and/or for meritorious performance while serving.

*Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Department upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE). Prior to hire, candidates are required to successfully complete a pre-employment process, including employment verification and Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination. NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.*

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#### **Agency**

City of Mountain View (CA)

#### **Address**

500 Castro Street

Mountain View, California, 94041

**Website**

<https://www.mountainview.gov/>