

CITY OF MILPITAS  
Effective: April 1998  
EEOC: Professional  
FLSA: Exempt  
Unit: Exempt  
Physical: 1

## Operations Manager

### DEFINITION

Plans, implements, operates and administers the City's application server resources including oversight of hardware and software acquisition, installation and maintenance, and providing technical hardware, operating system, database and software support to provide maximum availability and access.

### DISTINGUISHING CHARACTERISTICS

The Operations Manager is a single position management classification within the Information Services Division of the City Manager's Office with specific program administration responsibilities. It is distinguished from the Technology Manager in that the latter has overall responsibility for technology service delivery including business analysis, technology acquisition and implementation, complex project management and staff supervision.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Technology Manager; exercises general direction over System Administrators.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Analyzes and anticipates growth needs of the City's application server resources, ensuring the acquisition and timely implementation of required resources.

Maintains expertise in City standard server hardware, database, operating systems and software products.

Oversight of application server hardware and software acquisitions, installation and maintenance.

Directs the provision of technical operating system, database and application software support.

Manages and provides systems administration and technical support for the City's systems.

Manages and provides the security function, system backups and data recovery processes for the City's resources.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Compiles and maintains documentation and establishes appropriate procedures.

Participates on and/or leads project teams to ensure successful implementation of new systems or upgrades to existing systems.

Serves as a liaison with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City resources.

Develops, administers and manages job schedules for the City's system administration and operation functions.

Performs other related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

Minicomputer, client/server, LAN and WAN technology.

Operation and supervision of server resources and system administration staff.

City standard application server hardware, software, database and operating systems.

### Ability to:

Diagnose operating system, database, application and emulation software problems and take effective action to resolve problems in a timely manner.

Understand emerging technology and its application to improve City services.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

Plan, organize, supervise, review and evaluate the work of staff in a manner that is conducive to independent judgment, and high performance and personal accountability.

#### EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Education:

Equivalent to graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Systems, or a closely related field.

##### Experience:

Four years of increasingly responsible experience in operations management, system administration and basic database administration functions including at least two years of supervising professional and technical staff. Experience working in a public agency environment is highly desirable.

#### LICENSE

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.



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Greg Larson, City Manager