

City of Fort Worth, Texas Job Description

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| Classification Title | Senior IT Operations Specialist | | |
| Job Code: | TC5480 | Job Family: | Technical/Para-Professional |
| Pay Grade | 508 | Date Reviewed: | 07/13/15 |
| FLSA Status | Nonexempt | Date Revised: | |

GENERAL SUMMARY

Monitors overall operations of City Network Operations Center including the City's IT infrastructure. Makes skilled assessments and performs technical analysis of problems and outages as they occur across the Enterprise to evaluate/isolate root cause. Performs Tier 2 problem resolution as required. Documents and escalates Tier 3 critical alerts to the appropriate tech support groups.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Performs the more technical and complex functions related to operating, maintaining and monitoring performance of the Network Operations Center. Provides infrastructure, problem resolution and environmental monitoring for Platform, Network, Radio and other groups over two 12-hour shifts. Monitors hardware, LAN, WAN, servers and peripherals at the Network Operations Center and remote sites using network and server monitoring tools.
2. Establishes schedules for providing assigned services. Identifies and reviews resource needs with management staff and allocates resources.
3. Maintains a variety of records and prepares equipment performance reports.
4. Monitors all public safety applications and online systems and corrects any related problems.
5. Monitors enterprise system performance with appropriate devices and software. Interprets event log messages and initiates corrective action within scope of knowledge.
6. Diagnoses problems and replace hardware equipment at various remote sites.
7. Produces reports, files, and other information as assigned. Reviews input material and finished product for accuracy and completeness.
8. Operates printer according to program routines and data requirements. Prints and distributes forms and correspondence within assigned division.
9. Oversees and participate in the input of data and retrieving data as required by application systems.

10. Provides assistance to system users via telephone or on-line systems as necessary.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- FCC (Federal Communications Commission) and FAA (Federal Aviation Agency) tower rules and regulations.
- Information Technology and Windows Operating knowledge with troubleshooting and analytical skills. Specifically Windows OS and Windows Office Suite.
- Intermediate understanding of large print systems such as XEROX cut sheet printers and locally and remote connected PC printers.
- Tape filing, pulling and loading into automated tape libraries.
- Proficient understanding of enterprise computer hardware/software and information systems.
- Intermediate understanding of both networking and network monitoring concepts including TCP/IP, Subnetting, Routing, DHCP and DNS.
- Network, Application and Server monitoring tools such as SolarWinds Orion.

- **Skill in:**

- Making observations.
- Customer service.
- Excellent analytical and troubleshooting skills.
- Strong interpersonal skills, verbal and written.
- Organizing and assigning priorities for work to be accomplished.
- Providing assistance and support to City computer system users.
- Leading and coordinating the work of lower level staff.
- Following specific instructions for generating assigned reports.
- Interpreting and explaining City policies and procedures.
- Understanding and reading documented procedures and ability to improvise with good judgement when procedures are not clearly defined.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Think logically and be able to make consistently correct and timely decisions under adverse operational pressure.
- Analyze problems, correlate data from multiple sources and communicate corrective action requirements to technology teams.
- Organize and assign priorities for work to be accomplished.
- Provide assistance and support to City computer system users.
- Lead and coordinate the work of lower level staff.
- Follow specific instructions for generating assigned reports.
- Interpret and explain City policies and procedures.
- Handle multiple alert issues.
- Develop and maintain personal knowledge base.

- Accurately document actions.
- Forecast peer stock requirements.
- Analyze problems and identify solutions.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

HS diploma/GED and four years of responsible experience in enterprise systems operation and data processing.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an 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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.