

**0831 TECHNICAL SUPPORT MANAGER
(Data Center)**

NATURE OF WORK

This is technical work managing the installation, configuration, modification, upgrading, and maintenance of Operating System (OS) software of various vendors on various platforms, through a professional team of subordinate technical staff. This position also closely supervises the work of several Data Base Administrators (DBAs), working with more than one Relational Data Base Management System (RDBMS), on multiple platforms, in support of internal and external customers. Included in the position's responsibilities is management of a 7X24 IBM mainframe computer operations organization, hosting and supporting City and County departments and outside agencies.

Responsibilities include full supervision of staff, planning and accounting for budget expenditures, and participating in the planning of Data Center services as a key member of the administrative staff. This is one of five positions comprising the Data Center's Management Team (including the Director and Business Manager). The position monitors the quality, timeliness, and effectiveness of work performed by subordinate staff, plans training for staff, prepares work performance evaluations for subordinate staff, and participates in hiring and discipline of subordinate staff.

Responsibilities involve: meeting with customers; assessing technical needs and objectives during the initial phases of projects; working with subordinate staff to determine alternative hardware and software infrastructure to meet customer needs; defining technical standards for technology infrastructure; preparing bid specs and Requests for Proposals for infrastructure acquisition, and evaluating responses; installing, configuring, and maintaining technology infrastructure of all natures in support of the total technology environment provided to customers; etc. Ability to effectively perform this job may be enhanced by a good grasp of the generic system development and ongoing support process as applied in a state-of-the-art I.T. shop, as well as by a working knowledge of Oracle's government financial and HR/PR applications and their relationship to the Oracle database. Knowledge of imaging systems and their operating infrastructure, particularly as that pertains to FileNet's Panagon, would be an asset.

This position works with the Applications and Programming Manager and the Network Manager in defining, designing, installing, and maintaining a total computing infrastructure for internal and external customers. Work direction is provided by the Data Center Director in the form of broad objectives or specific assignments, and monitored through progress reviews.

This position is distinguished from the Data Center Director by the absence of overall authority to direct all services of the Center, and the more limited scope of responsibilities. This classification is distinguished from subordinate positions by the greater scope of responsibilities in coordinating technical support services to a larger base of customers, and the additional responsibility for overall section management within the Data Center, as well as by full supervisory responsibilities.

ILLUSTRATIVE EXAMPLES OF WORK

Supervises professional technical staff, with full supervisory responsibility. Makes hiring decisions, assigns work and develops performance standards, appraises performance, issues any necessary discipline, trains staff, makes employee termination decisions. Provides a team atmosphere, which enhances performance, challenges the employee, and provided responsive, quality service to customers. Fosters a work environment that encourages staff to consider creative alternatives in meeting customer service requirements. Suggests alternative staffing arrangements and training opportunities to meet short- and long-term plans for the organization.

Participates as a key member of Data Center administration on tactical and strategic issues and service delivery systems for Data Center customers, including establishment of Data Center policies, procedures, and standards.

Leads or participates in the evaluation of new hardware and software technologies for the Data Center and its customers as requested. Resolves problems concerning OSs, RDBMSs and related software, through subordinate staff.

May serve as the acting Data Center Director as delegated, the same as other Data Center management team members. Represents the Director and Data Center at a variety of meetings with agency administrators and staff, advising them on Center services and policies.

Provides operational statistics to the management team and customers.

Manages the 7X24 IBM mainframe environment to ensure system reliability and availability, and the delivery of quality service.

Ensures that databases are properly designed, installed, configured, maintained, tuned, and backed-up.

Analyzes vendor-supplied system software packages for recommendation to the management team, Director, and Board of Directors.

Assures that staff receive training on emerging technologies, to keep technical knowledge at a level necessary to keep system availability and effectiveness as high as possible.

Maintains 24-hour software systems support, seven days a week, to ensure efficient computer services to the City, County, and outside agencies.

Prepares staff reports and makes presentations to the Data Center Board, as well as to City and County officials and administrators.

Performs other duties as assigned.

WORK QUALIFICATIONS

Progressively responsible experience gained with overseeing all facets of work having to do with computer Operating Systems, relational databases, and programming languages and systems. Progressively responsible experience in directing staff, budgeting, and project management. These qualifications are typically gained from a minimum of five years of closely-related experience, plus graduation from a four-year college with a degree in computer science or a related field, or a combination of experience and training which provides the following knowledge and abilities:

Thorough knowledge of

- maintaining, evaluating, and/or selecting systems software that meets customer and organizational needs.

Considerable knowledge of

- Data Center technology and systems, applications, utilities and maintenance software, and programming languages, that may involve any or all of the languages, utilities or software tools required by the Data Center.
- relational data base management software, its design, installation, configuration and setup, performance monitoring, tuning, and upgrade.
- the Oracle 8i environment is preferred; knowledge of MS SQL Server also desired.

Knowledge of

- Oracle Financial and HR/payroll applications would be a decided advantage, since DBAs work so closely with developer staff.
- Knowledge of Visual Basic programming language is a plus.
- Knowledge of FileNet Panagon imaging application and infrastructure is a plus.
- a variety of computer Operating Systems, on multiple platforms, to include Unix (HP/UX preferred), OS/390 (with some understanding of VM/VSE helpful), and current MS Windows variants.
- networking hardware and software technology as it relates to providing a complete computing infrastructure for customers, with knowledge of Novell most helpful.

Thorough ability to

- effectively manage highly-skilled technicians.
- express recommendations or ideas effectively, in clear non-technical terms in oral or written reports. A writing exercise may be used to test this skill.
- communicate effectively with a wide variety of persons, both verbally and in writing, including communicating technical information clearly to a non-technical audience.
- plan and organize work, set priorities, and foster leadership and personal/professional development within a work team of skilled professionals and technicians.
- make quick, effective decisions, resolve problems, and react to changing and/or conflicting priorities.
- function well as a vital member of a dynamic team in a fast-paced environment. Teamwork is of the essence in the success of the Data Center.

Ability to

- plan the formulation of the division's budget, and monitor expenses.
- identify creative alternatives for meeting the Data Center's objectives and providing applications, networks, and systems services to customers.

May require possession of a current Class C Oregon Driver's License, and the ability to meet the Data Center's driving standards.

Work is performed in an office setting, and involves frequent travel to a variety of locations within the immediate Salem area. Use of a Personal Computer and its applicable tools such as spreadsheets, word processing software, and project management software is required. Work involves many interruptions, use of the telephone, changing priorities, and participation in many meetings, which may require sitting for periods of up to three hours. Work may involve call back (returning to the office) or telephonic contact work on evenings and weekends for emergency situations.

MENTAL AND PHYSICAL REQUIREMENTS

These are mental and physical requirements typical of positions within this general classification. Actual position requirements may differ slightly from these.

Decision making, interpersonal skills, teamwork, creativity, customer service and independent judgment and/or independent action are continuously required. Mentoring, use of discretion, presentations/teaching, problem analysis, negotiation and training/supervision are frequently required. The need to use fingering movements, hearing, sitting, and use of repetitive motions of hands/wrists is frequently required.