

INFORMATION TECHNOLOGY OPERATIONS CENTER SUPERVISOR

Definition

Plans, manages, and uses broad customer service managerial and technical skills to implement and maintain the information technology infrastructure of a network operations center; and performs related duties as required or assigned.

Typical Tasks (illustrative only)

Serves as the point of contact for projects involving configurations, modifications, and upgrades to the network and its critical systems in a network operations center; establishes procedures for monitoring and event management of enterprise networks, servers, systems and applications; establishes procedures for escalation to appropriate support groups in a timely manner; serves as first-level problem identification and resolution resource for a network operations center; performs, directs, and monitors maintenance and upgrades on existing and new systems located in Network Operations Center; oversees requests for minor improvements required for information technology building modifications to include receipt of request, determination of repair time, cost estimate, assignment for action and follow-up; establishes and maintains service-level agreements with Fairfax County Public Schools partners; manages tape libraries and central backups; establishes performance standards and assessment tools; maintains and oversees databases of employees, which include training completed and required, monthly productivity, and equipment assigned; develops training for and trains employees, as required; performs effective management and oversight of contracts and contractor and vendor support personnel; provides user support and education; conducts performance studies to monitor efficiency; documents corrective procedures; maintains technical library; and serves as an escalation point for problem resolution for all situations and employees in a network operations center.

Supervision Received/Given

Receives general supervision from a coordinator. Supervises, evaluates, instructs, and assists lower-graded full-, part-time, and/or hourly employees, as assigned.

Education/Experience/Skills

Any combination of education and experience equivalent to a bachelor's degree in management, business, or public administration, engineering or related field, supplemented by coursework in information systems, information technology and/or electronics, plus five years of progressively more responsible experience in providing customer service in an information technology infrastructure environment, one year of which shall have been in a lead or oversight capacity. Can demonstrate required knowledge of principles, practices, functionality, and procedures of information technology systems and personnel and resource management; ability to communicate effectively, both orally and in writing; and ability to manage and supervise personnel and contractors to efficiently accomplish assigned tasks.



Established: October 2004