**Position: IT Manager - Operations**

**Date Posted: April 5, 2019**

**Vacancy Number: 046-19**

**Closing Date: Open Until Filled**

**Position Status: Full-Time, FLSA Exempt and Benefit Eligible**

**Compensation & Benefits**

* Salary range for hiring consideration: $71,086.29 to $79,616.64 annually depending on experience
* Medical & Dental – Group benefits include health, dental, vision, basic life and accidental death & dismemberment. This position is eligible for the Arizona State Retirement System and may choose to participate in a 457 deferred compensation plan.
* 11 holidays including 1 floating holiday
* 16 days vacation per year after six months of employment

**Why Apply?**

The City of Flagstaff is a community that is envied for its natural beauty nestled among the largest Ponderosa Pine forest in the world at the foot of the San Francisco Peaks. Flagstaff draws from around the globe as a destination for day trips to the Grand Canyon, a ski resort town, and an outdoor playground of Northern Arizona. While nature enthusiasts find a wide choice of settings punctuated with an abundance of sunshine to pursue their passions, our city serves approximately 78,000 residents and an additional 100,000 regionally plus a large tourism population from around the world. We are also a university town and a hub for astronomy and international scientific research as well as entrepreneurial start-up companies. Artists have long been attracted to our region bringing their diverse talent and culture making us an attractive hot spot ranging from the ancient tribal art to the cutting edge.

The City is looking for a proven and energetic team member as our next IT Manager over Operations. This IT Manager is responsible for all IT Infrastructure throughout the City. They manage the staff responsible for Systems Administration, Network Administration and Communications Administration. An ideal candidate will have fundamental knowledge of Active Directory, Hyper-V, Cisco networking, Cisco Call Manager and Office 365 as well as the protocols and services which serve as the backbone of an IT Infrastructure.

**The Position**

The IT Manager - Operations is responsible for:

* Oversight and supervision of the Operations staff which includes Systems Administration, Network Administration, and Telecommunication Administration. This includes hiring, scheduling, assigning work, evaluations, promotions, rewards, discipline and termination.
* Budgetary: This position is responsible for budgetary recommendations and purchases for all server, network and communication equipment.
* Responsible for the strategy, design, implementation and maintenance of IT Infrastructure for the City of Flagstaff including:
	+ Server and Storage Infrastructure
	+ Network Switches, Routers, and Firewalls
	+ VoIP/PBX infrastructure
	+ Office 365: Email, Sharepoint, Skype for Business, etc.
	+ Inside and Outside Plant Fiber Optic Design
	+ Backup and Disaster Recovery Design, Implementation and Testing
* Works with staff and 3rd party vendors/auditors to comply with and enforce best security practices
* Ensures thorough documentation and diagrams of all IT systems and networks
* Monitors uptime of IT Infrastructure and acts as first responder in any “system down” incidents
* This position reports to the IT Director along with the Applications Manager, GIS Manager and the Help Desk Manager

**Minimum Requirements**

* Bachelor’s Degree in Computer Science or a related field.
* Five years of increasingly responsible technical experience in information technology.
* Three years of progressively responsible supervisory experience.
* Or any combination of education, experience, and training equivalent to the above Minimum Requirements.

**Desired Experience**

* Master’s degree in Computer Science or a related field.
* Four years of experience in IT Systems, Networking, Communications or Security
* Four years of experience in management and administration of an IT program for a municipality or unit of local government.
* At least one advanced certification in Systems Administration, Network Administration or Communications Administration such as MCSE, MCSA, CCNA, and/or CCNP
* Advanced technical knowledge in one or more of the following areas:
	+ Cisco network, wireless and VoIP/PBX infrastructure.
	+ Network principals
	+ System administration principals and techniques.
	+ Exchange Email administration.
	+ Office 365 administration.
	+ Security best practices.
* Experience in midsized to large data center environment.
* Advanced knowledge of troubleshooting procedures in a test and production environment.

**How to Apply**

Interested candidates may submit a completed application via the City website at <https://www.flagstaff.az.gov/Jobs.aspx>, regular mail, electronic mail or fax to: City of Flagstaff, 211 W. Aspen Street, Flagstaff, AZ 86001, fax (928) 213-2089, or human.resources@flagstaffaz.gov. Applications are due to Human Resources by 4 PM AZ time on the closing date regardless of the postmarked date.

For any questions regarding the job please contact Human Resources at (928) 213-2090. A complete job description is available at <https://www.flagstaff.az.gov/1432/Management-Services>

The City of Flagstaff is an Equal Opportunity/Affirmative Action employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, age, or protected Veteran status.

The City of Flagstaff encourages all qualified individuals to submit an application for this excellent career opportunity.

For more information on what it is like to live in the City of Flagstaff visit our website at

[www.flagstaffaz.gov](http://www.flagstaffaz.gov).

**AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.**

**Paid Holidays** • **Paid Vacation Days** • **Paid Sick Days** • **Health/Dental/Life/Vision Insurance**