



VACANCY ANNOUNCEMENT
IT Operations Manager
Salary Range: \$71,572 - \$93,000 DOQ

The City of Fredericksburg is looking for a leader to join our team managing the City's IT infrastructure and help desk. As the IT Operations Manager, you will oversee the ongoing maintenance, planning and implementation of IT systems and network as well as supervising IT help desk staff. This position will:

- Develop, implement, and maintain policies, procedures, and associated training plans for infrastructure administration and project management.
- Conduct research and make recommendations on products, services, protocols, and standards in support of infrastructure procurement and development efforts.
- Prepare and review all monthly Service Level Agreement reports with departments
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Analyze the performance of Help Desk activities and documented resolutions; identifies problem areas; devises and delivers solutions to enhance quality of service and to prevent future problems.
- Provides overall technology support for City offices; assists users in determining hardware and software needs; provides users with general instruction on hardware use; provides users with guidance and advice on how to better utilize the computer system.
- Responds to security incidents to help investigate, remediate and mitigate risks to city systems.
- Provides direct IT support for the City's Emergency Operational Center when activated.

This position is essential. Personnel occupying this position may be scheduled to work regardless of weather conditions and/or when general City offices are closed. Personnel occupying this position will be required to report to the EOC (Emergency Operations Center) as needed.

This employee works with all levels of management, external agencies and vendors to achieve the City's strategic goals and objectives. Position currently has direct supervisory responsibilities and provides technical and project management leadership.

The successful applicant will have at least seven (7) years previous experience and/or training and education in information technology or related field that includes overseeing network operations, service desk and IT Operations and supervising; or an equivalent combination of education, training, professional certifications and experience. CompTIA Network+ or equivalent is required. CompTIA Security+ or equivalent is required.

Come join us as part of a knowledgeable and energetic organization committed to excellence in serving a thriving and growing community through commitment to the [City's Core Values](#) of Agile Innovation, Abundant Compassion, Outstanding Customer Service, Energized Work Environment, Essential

Engagement and Unwavering Stewardship. In addition to offering a great work team and excellent salary, the City of Fredericksburg is a member of the Virginia Retirement System and offers competitive health, dental and vision insurance as well as generous vacation/sick leave benefits and 13 paid holidays a year. Some telework is possible, time in the office each week is likely.

Position is open until filled. First review of submitted City Applications and resumes on **June 3, 2024**. Application and additional information can be found on the city's website at: <https://www.fredericksburgva.gov/Employment>.

The City of Fredericksburg provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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