



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 440.8

Job Title: **ASSISTANT DIRECTOR – IT INFRASTRUCTURE (EXE LVL)**

Pay Grade: 34

GENERAL SUMMARY:

The purpose of this position is to accomplish business objectives of the Infrastructure function by managing multiple teams involved in delivering hardware software, network resources and services required for the existence, operation, planning and management of a department or enterprise IT environment.

RESPONSIBILITIES:

STRATEGY: May participate in development of overall business strategy for the department or enterprise. Develops strategy for technology infrastructure groups. Translates business requirements into projects and initiatives. Drives innovation and strategic solutions by providing value propositions; develops business plans for infrastructure functional areas to support overall department or enterprise business objectives. Serves as business partner to senior leadership within stakeholder groups to facilitate alignment with business objectives, initiative prioritization, and service-related problem resolution.

MANAGEMENT: Accomplishes business results by aligning technical staff goals to business plan objectives. Generally manages other managers or senior technical professionals. Communicates job expectations; plans, monitors, and appraises job results; coaches, mentors, and disciplines team members; develops, coordinates and enforces systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; develops personal growth opportunities.

OPERATIONS & MAINTENANCE: Does not normally engage in day-to-day technical operations or maintenance, but provides management support to accomplish objectives. Facilitates procurement of goods and services necessary to run the business and implement projects. Sponsors technology infrastructure projects; reviews and approves project scope, schedule, budget, and quality metrics. Monitors key performance indicators (KPI's) for technology infrastructure systems to ensure quality of service and meet service level agreements. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. Safeguards assets by reviewing and approving disaster recovery and back-up procedures and information security and control structures.

CUSTOMER SERVICE: Establishes service level agreements and metrics. Functions as business partner; builds business relationships with stakeholder representatives and frequently interacts with to discuss technology infrastructure services and assess customer satisfaction.

TEAM EFFORT: Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

SPECIFICATIONS:

KNOWLEDGE: Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

EXPERIENCE: At least ten (10) years of experience in an IT infrastructure of a department or enterprise IT environment that includes three (3) years managing a technology team. Strong understanding of the department's core business functions and business strategy.

COMPLEXITY: Work is non-standardized, highly complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS: Errors in work lead to significant costs and problems, and may have minor impact on the short-term performance of the department. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives, and acts as an advisor to senior business leaders and CIO /Deputy CIO / CTO. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of management and senior technical personnel.

Indirect Supervision: Often manages indirect reports associated with multi-discipline project teams and consultants.

CONTACTS:

Internal Contacts: Level of internal contact is primarily with Managers, Assistant Directors, Deputy Directors, and occasionally Department Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts: Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies, media representatives and professional contacts with affiliated organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

PHYSICAL EFFORT: The position is physically comfortable; the individual has discretion about walking, standing, etc. Operates a motor vehicle.

WORK ENVIRONMENT: There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Ability to pass and maintain federal security clearances.

PHYSICAL SKILL: Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

MISCELLANEOUS: Performs related work as required.

JOB FAMILY: Information Technology – Infrastructure

Technical Track:

IT Intern – Infrastructure
IT Associate – Infrastructure
IT Specialist – Infrastructure
IT Professional – Infrastructure
IT Sr. Professional – Infrastructure
IT Executive Consultant – Infrastructure
--

Management Track:

--
--
--
IT Lead -- Infrastructure
IT Manager -- Infrastructure
IT Assistant Director – Infrastructure
IT Deputy Director

Effective: September 2017