

City of Baltimore



IT Manager -Infrastructure Architect Mayor's Office of Information Technology

About The Workforce

The City of Baltimore has a workforce of over 14,000 employees. Occupations include political appointees, elected officials, executives, laborers, public health professionals and safety, para-professional and administrative support, and more. Operating under a Civil Service System, a majority of employee stakeholders are represented by one of nine labor unions.

Essential Functions, Duties & Responsibilities:

Under the leadership and guidance of the Director of Technology Infrastructure and Shared Services:

Analyze System Requirements

- Work directly with the Director of Technology Infrastructure to design and implement information systems to support the enterprise infrastructure; ensure all systems are working optimally and support the development of new technologies and systems requirements.
- Work with relevant stakeholders and internal team to carefully plan, design, and deploy technology with continual improvements to service quality.
- Analyze business requirements and identify areas where the City can integrate new hardware, operating system or connectivity solutions.
- Proactively recommend courses of action to maintain cost-effectiveness and competitiveness while analyzing current technology capability; determine the need for, and justify the procurement of, related hardware equipment and components.
- Manage relationships with IT suppliers and support the IT procurement process; develop specifications and coordinate with vendors and/or contractual maintenance providers

regarding major upgrades to system hardware and software; monitor and ensure compliance with vendors regarding contractual maintenance and licensing.

Integration and Technology Improvement

- Create detailed plans for the integration of new system architecture into existing infrastructure.
- Recommend to senior management alternative technologies or improvements to enhance information systems to support organizational goals.
- Maintain and document technology changes and artifacts.

People Management

- Prioritize tasks and objectives to be accomplished.
- Support technicians and engineers engaged in providing user support in the installation, maintenance and repair of workstations, workstation components, and software.
- Provide hands-on technical or engineering support and assistance, if required.
- Conduct regular team and customer meetings as directed by the Director of Infrastructure and Shared Services.

Customer Support

- Ensure a high level of customer focus (internally and externally) with care and attention to customer priority issues and appropriate levels of customer communications.
- Develop and maintain customer satisfaction measurement metrics relative to the SLAs and OLAs.
- Handle escalations in a timely manner and respond to Enterprise Project Management.
- Coordinate between a City agency and the Mayor's Office of Information Technology's Service Desk Team, along with Networks and Systems Administration Teams to expedite and facilitate maintenance and repair of a City agency's workstations and network problems.
- Answer computer user common software questions and oversee resolution of malfunctioning equipment.
- Prepare memoranda, correspondence, reports, and other documents.
- Review publications and other materials and attend seminars to remain abreast of electronic data processing communications field development.
- Perform related work as required.

Project Management

- Coordinate and manage related infrastructure projects where applicable in concert with the project management office (MCP, PMBOK, CCMI, PRINCE2 certification desired but not required).

Reporting

- Report weekly, monthly and quarterly team operations to the Director of Technology Infrastructure and Shared Services.
- Ensure that reports align with the current departmental operational plan and highlight any service level breaches or failure to fulfill projects/initiatives within agreed targets.

Education and Experience Requirements:

- 7-10 years of experience in IT Lead Infrastructure Architect role.
- Microsoft Certified Systems Engineer (MCSE) in Windows 2008 or Windows 2012
- Web server/application server administration and web application deployment experience; some level of programming, and knowledge of relational databases.
- Bachelor of Science degree in Information Technology, Computer Science, Computer Engineering or related discipline from an accredited college or university.
- Three years of supervisory IT responsibilities.
- Call center and service desk management experience required.
- Knowledge of Cisco network and technologies, CCNA/P, CCIE.
- Excellent verbal, written & interpersonal communication skills.
- Highly detail-oriented with ability to focus and/or concentrate for sustained periods.
- Previous IT experience in government preferred.

Equivalencies

Equivalent combination of education and experience may be considered. Non-supervisory experience or education may not be substituted for the required supervisory experience.

To Apply

For immediate consideration, interested and qualified applicants should submit resume and cover letter (including salary history/requirement) to talent.masters@baltimorecity.gov.

Attention: Rhoda Benjamin.

EOE/M/F/D/V