CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Enterprise Technology Operations Manager** **ETEAM**
SG:E2-13
DEPARTMENT: **Information Technology Services** **CS:N**
FLSA:N
EEO4/SOCCODE:TE/11-3021

JOB SUMMARY:

The Enterprise Technology Operations Manager provides strategic leadership and oversight of the City's enterprise technology platforms, services, technical support, and cybersecurity. Responsible for the implementation, development, and continuous improvement of enterprise system and service delivery, aligning technology solutions and services with organizational goals. Collaborates with departments, business system owners, IT divisions, and vendors to ensure enterprise technology infrastructure and services meet evolving business needs, while also contributing to IT strategic planning and future growth initiatives. Oversees the full lifecycle of cloud infrastructure, on-premises systems and end-user technology solutions, from configuration and enhancement to risk mitigation and compliance with security and regulatory standards.

Provides supervision and direction to the Technology Services Division and Cybersecurity staff, fostering a culture of innovation, collaboration, and professional growth. Participates in IT leadership and technical teams, driving improvements in city-wide technology standards, policies, and operations. Responsible for vendor and stakeholder management, contract negotiations, and budget oversight, ensuring optimal use of resources while maintaining high-quality service. Keeps current with emerging technologies and municipal trends to guide continuous evolution of the City's enterprise technology systems.

SUPERVISORY RELATIONSHIP:

Reports to the Information Technology Services Director. Work is performed under general guidance and direction and in accordance with applicable City, state, and federal regulations, policies, guidelines and standards. Works independently to provide supervision, guidance, and direction to Technology Services Division and Cybersecurity staff. Serves as a member of the IT leadership team. Provides oversight and assistance to systems and technical staff in other departments. May serve in an acting position in the absence of the Information Technology Services Department Director.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides strategic leadership and oversight of the City's enterprise technology platforms, services, technical support and cybersecurity, promoting effective utilization and continuous enhancement of technical infrastructure. Manages implementation, development, and service delivery including strategic planning, coordination, prioritization, and goal setting. Collaborates with business system owners and leaders to understand and translate business processes into effective utilization of enterprise technology services. Serves as a liaison between IT divisions, City departments, and vendors to ensure technology infrastructure and services meet business requirements and objectives. Assists with developing future growth plans, IT strategic plans and service level agreements, providing vision and justification for new technology advancements.

2. Oversees the Technology Services division which includes the Service Desk and the Operations group, and the Cybersecurity staff. Provides leadership, mentorship, and professional

development fostering a culture of innovation, teamwork, trust, respect, collaboration and excellence. Plans, organizes, coordinates, assigns, and evaluates work and ensures timely completion of duties. Conducts weekly 1:1 meetings with direct reports checking on work balance, goals and accomplishments. Conducts annual performance evaluations on assigned staff. Provides coaching and corrective action in consultation with the ITSD Director and Human Resources as needed.

3. Oversees and coordinates the lifecycle, configuration and enhancement of both on-premises and cloud-hosted enterprise technology platforms, ensuring performance, availability, and security in support of City's critical operations. Works closely and collaborates with IT Systems Analysts, other City Departments Business Systems Analysts and stakeholders to identify and prioritize enhancements that improve efficiency, functionality, and performance. Facilitates and encourages continuous process improvements related to both technology and business function enhancements. Utilizes feedback mechanisms and analytics to evaluate the success of enhancements and guide future changes.

4. Works with the ITSD Director to develop security policies and procedures. Oversees cybersecurity initiatives and systems, approves security priorities and decides which risks need immediate action. Reviews reports on system vulnerabilities, incident responses, security assessments, technical documentation and security metrics to verify accuracy and compliance. Ensures necessary tools, budget, and support are available to execute security monitoring, risk assessments, and incident response activities. Ensures the City meets compliance requirements for CJIS, HIPAA, and PCI DSS standards.

5. Coordinates research, development, planning, implementation, and communications related to enterprise technology operations, standards, and service delivery for the Technology Services and Network Operations divisions. Communicates with City departments, business system owners, IT staff and end-users to understand technology needs and meet business requirements and objectives. Collaborates extensively with Applications Division staff and Network Operations Division to ensure systems and platforms interoperate effectively.

6. Responsible for budget preparation including forecasting staffing, equipment, software and project needs. Collaborates with the IT Leadership Team and department management to prepare and oversee capital requests for enterprise technology implementations and enhancements. Monitors and manages the approved budget; monitors expenditures and recommends adjustments as needed. Sets improvement priorities based on budget and presents recommendations to the Systems Steering Committee. Manages and monitors division software contracts and Computer Infrastructure Improvement Fund (CIRF) expenditures, proactively identifying necessary budget adjustments based on contract changes.

7. Manages relationships with third-party vendors, ensuring they meet contractual obligations and deliver high-quality services. Negotiates contracts, service level agreements (SLAs), and licensing agreements. Communicates effectively with stakeholders at all levels, keeping them informed of project progress and any potential issues.

8. Reviews project requests for the Technology Services Division, assigns staff to review IT requirements, and oversees the application request checklist process. Ensures technology contract negotiations follow best practices and comply with City and department contracting processes. Coordinates and oversees project management for projects assigned to or lead by the Technology Services Division. Ensures that implementation and enhancement projects are fully operationalized through development of service level agreements, knowledge base support and training documentation, and tiered support development and training.

9. Serves on the IT Leadership Team, Technology Management Team and Security Team, contributing to the improvement of City technology, policies, standards and operations. Leverages Information Technology Information Library (ITIL) and other management framework to establish standards and best practices for enterprise technology services and support.

10. May serve in an acting position in the absence of the Information Technology Services Department Director.

11. Identifies and manages risks associated with enterprise technology deployment, operations and enhancements, including data security, regulatory compliance, and system downtime. Ensures technology infrastructure and services adhere to security standards, regulatory requirements, and City of Bellingham policies. Develops contingency plans and conduct regular audits to ensure technology resilience and security.

12. Maintains current knowledge of trends and developments in the IT field. Researches and evaluates the use of new technologies, standards and equipment.

ADDITIONAL WORK PERFORMED:

1. Serves as backup to line level staff and to the ITSD Director to ensure the continuity of all services and support across systems and applications.

2. May represent the City at professional organizations, conferences, and other external meetings.

3. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Considerable knowledge of information systems architecture; ability to optimize information access and integrity of systems.
- Familiarity with IT service management frameworks such as ITIL, project management methodologies (e.g., Agile, Waterfall).
- Considerable and up-to-date knowledge of identity platforms (IdP), public key infrastructure (PKI) and federation (e.g. Microsoft Entra, Microsoft Active Directory, OAuth, SAML)
- Considerable and up-to-date knowledge of implementing and maintaining solutions within rapidly evolving cloud service platforms (e.g., Microsoft Azure, Amazon Web Services)
- Comprehensive and up-to-date knowledge of hosted client application platforms (Microsoft 365, Google Workspace)
- Comprehensive and up-to-date knowledge of client technology including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including VPNs; industry standard methods for deploying and maintaining hardware and software in a complex multi-site enterprise environment.
- Risk management principles, including security best practices for enterprise technology and services.
- Proficient in developing IT strategic plans, growth roadmaps, and service level agreements.
- Municipal government operations and how technology supports public sector functions.
- City and department policies and procedures including work processes and labor contract provisions.
- Expertise in managing large-scale IT projects, including system upgrades, integrations, and new implementations.
- Project portfolio management, resource allocation, and prioritization strategies.

- IT budgeting processes, cost forecasting, and financial management related to software procurement, licensing, and contracts.
- Vendor negotiation, contract management, service level agreements (SLAs), and licensing agreements.
- Information technology contract negotiations and administration procedures, practices, techniques, and applicable laws.

Skill in:

- Strong analytical skills to assess business requirements and translate them into actionable technology solutions.
- Excellent verbal and written communication skills for interacting with stakeholders, technical teams, and vendors.
- Strong leadership, mentoring, and team-building skills with the ability to foster a collaborative, innovative work environment.
- Strong management skills including planning, organizing, problem analysis, decision-making, resource management, and time management.
- Understanding of regulatory requirements, data privacy laws, and compliance standards relevant to public sector IT systems.
- Developing project plans, timelines, and budgets to ensure on-time, within-budget project completion.
- Maintain technology skills and knowledge in a rapidly-changing environment; including complexity generated by increased compliance and security requirements, and including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services.

Ability to:

- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents, and to develop compliance programs as needed.
- Stay current with technological trends and advancements and apply them to improve municipal operations.
- Identify system inefficiencies and recommend process improvements.
- Proactively identify risks related to technology performance, security, and compliance, and implement mitigation strategies.
- Manage performance, provide constructive feedback, and support professional development of staff.
- Make sound, data-driven decisions under pressure, balancing technical needs with budgetary constraints.
- Ability to work effectively with diverse teams across multiple departments, fostering a culture of open communication and teamwork.
- Effectively allocate resources, manage time, and meet deadlines.
- Align technology initiatives with organizational goals and long-term strategic plans.
- Facilitate decision-making meetings and other governance processes.
- Oversee a diverse project portfolio, ensuring successful delivery of multiple, concurrent projects.
- Coordinating cross-departmental teams and managing competing priorities.
- Prepare written reports and status information related to project goals and status.
- Convey complex technical information to non-technical audiences.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills.
- Work on several projects concurrently.
- Establish and maintain effective working relationships with other employees, City officials, representatives of other government agencies and community groups and the general public.

- Maintains confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - May need to sit or stand for long periods of time;
  - Near distance visual acuity to assure proper operation of computers and software;
  - Ability to exchange verbal information in person and by telephone;
  - Occasionally transport components weighing up to 25 pounds.

WORKING ENVIRONMENT:

Work is performed in an office setting at a computer workstation with long periods of remaining stationary. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Six (6) years of progressively responsible experience in technology project management, information technology management, and/or enterprise infrastructure and systems support.
- Four (4) years of client technology support.
- Two (2) years of experience administering three or more of the following in a complex enterprise technology environment:
  - Microsoft Azure
  - Microsoft Entra
  - Microsoft Active Directory and Certificate Services
  - Microsoft Endpoint Configuration Manager / Intune
  - Microsoft Exchange
  - Microsoft SharePoint
- Two (2) years of supervisory and/or management experience.
- Two (2) years of experience developing integrations with Microsoft Azure and Microsoft Entra strongly preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.
- Agreement to and signature of a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to perform systems work outside of normal business hours.

PREPARED BY: D.Burdick
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REVIEWED BY: _____
Don Burdick

11/2026	ITSD Director

REVISED BY: