



## Division of Technology Job Description

<b>Job Title:</b>	Information Technology (IT) Program Manager
<b>Reports To:</b>	1 <sup>st</sup> Deputy Chief Information Officer & the Deputy Managing Director of Emergency Management
<b>Unit:</b>	Office of Emergency Management
<b>Salary:</b>	\$50,000 Annually
<b>Send Cover Letter &amp; Resume to:</b>	Liam O'Keefe, Assistant Managing Director liam.okeefe@phila.gov

### Summary

The Division of Technology (DOT) is the central IT agency for the City of Philadelphia headed by the Chief Technology Officer (CTO). DOT and the City's Office of Emergency Management (OEM) are seeking an experienced IT Program Manager to direct IT efforts within this office. The successful candidate will serve as an integral member of DOT and OEM and will possess the ability to understand the functions and objectives of an emergency management organization and provide technical resources to support the mission during emergency operations within the confines of the limits of available technical resources and equipment. OEM staff are required to serve periodically in an on-call capacity on field response teams. Responders may be required to work during non-business hours for extended periods of time in a field environment and during activations of Philadelphia's Emergency Operations Center (EOC). City of Philadelphia residency is required within six (6) months of start date and throughout tenure with the City of Philadelphia.

### The Office of Emergency Management

OEM is a technologically sophisticated organization that relies heavily on its information technology infrastructure and assets to accomplish the organization's mission. OEM leverages heavily the use of mobile computing technologies and is very interested in further developing its mobile computing assets to support emergency response operations. OEM works to mitigate, plan and prepare for emergencies; educate the public about preparedness; coordinate emergency response and recovery efforts; and develop tools and identify resources to support the overall preparedness of the City of Philadelphia. OEM also welcomes the opportunity to implement new and emerging technologies to support the work of the office both day-to-day and during emergencies.

### Why consider a career at The Division of Technology?

The Division of Technology (the Division) oversees all major technology initiatives for the City of Philadelphia. We employ around and next year's budget will be approximately \$150 million. The Division is responsible for streamlining and reforming IT operations to increase efficiencies, improve City services, and keep pace with technological advances that benefit the City of Philadelphia and its residents.

The Division has been focused on streamlining the use of technology for the City of Philadelphia through a major consolidation initiative that will save the City millions of dollars and evolve its infrastructure. The Division is developing applications that will enable employees and citizens to work together in a more efficient manner as well as creating a new vision for Philadelphia as a "Gigabit City", helping to drive economic development in the infotec sector. You can read more about the Division of Technology at [www.phila.gov/octo](http://www.phila.gov/octo)

### Ability To:

- Manage and supervise staff in completing IT projects
- Assess business needs and recommend, design and implement technological solutions
- Create documentation of critical IT procedures and end-user training materials
- Communicate technical information to non-technical staff
- Make IT purchase recommendations for systems
- Account and maintain IT asset inventory



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- Perform the physical duties as required (moving server and workstation equipment, running cables)
- Manage and perform Local Area Network administration work with servers and workstation computers attached to a network.
- Perform database server administration
- Manage the repair and troubleshooting of server and workstation computer equipment when problems arise.
- Perform technical duties in a high pressure, high stress in environment
- Perform technical duties in a compressed time environment where technical work arounds and problem solving would need to be done in a short amount of time due to the emergency situation.
- Instruct users in the operation and proper use of computer equipment, and telephones when needed.
- Determine the right balance of IT services that will be used for an emergency situation. Prioritize which services are critical and can be provided for in the specific environment if working in the field.
- Use tact and diplomacy when interacting with end users while staffing an Emergency Operations Center or Joint Operations Center as the operational staff may be senior city, state or federal government executives.
- Think logically and sequentially
- Speak and write effectively
- Identify various communication path alternatives.

#### Knowledge Of:

- Best practices in Windows system administration
- Project management principles and best practices
- Small business networking
- Wireless networking concepts
- Web-based application architecture
- Latest developments in mobile internet services
- Concepts of Linux System Administration, with specific knowledge of Ubuntu and Red Hat operating systems
- Microsoft Office Suite components (Word, Excel, Power Point, Visio & Project)
- Citrix XenServer virtualization, with firm grasp on the strengths and weaknesses of hardware virtualization
- Storage technologies for server infrastructure

#### SKILLS IN:

- Desktop application troubleshooting
- Network troubleshooting
- Web-based application performance tuning
- IIS, Active Directory, SQL, DNS, File and Print server management
- Microsoft Group Policy configuration
- IT infrastructure and service development
- PC and application deployment technologies
- Printer troubleshooting
- Systems analysis and enterprise architecture
- ASP.NET web server administration
- Server-side scripting using Windows batch files, Windows PowerShell, Bash shell
- BlackBerry handheld support (preferred)
- Java Programming (a plus)



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### Education and Experience

#### EDUCATION

- Completion of at least a bachelor's degree in Computer Science, Information Technology, Management Information Systems, or a related field. Equivalent experience may be substituted for degree requirement.

#### CERTIFICATIONS

The following technical certifications are not required but preferred for employment:

- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified IT Professional (MCITP)
- Red Hat Certified Engineer (RHCE)
- Certified Associate in Project Management (CAPM)
- Information Technology Infrastructure Library (ITIL v2 or ITIL v3 Foundation or Intermediate)
- Cisco Certified Network Associate (CCNA)
- Pennsylvania Emergency Management Agency Certified Emergency Management Staff (any level)

#### EXPERIENCE

- Two or more years of experience performing local area network technical support work, computer programming and analysis, systems programming, database management.
- Previous work experience which demonstrates increasing responsibilities.
- Experience in ESRI a plus.

#### JOB/CITY REQUIREMENTS

- Possession of a valid proper class motor vehicle operator's license issued by the Commonwealth of Pennsylvania within six (6) months of start date and throughout tenure with the City of Philadelphia.
- Successful completion of Federal Emergency Management Training (ICS 100, 200, 700, 800A, and 800B) within first month of appointment.