
Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

FUNCTIONAL DUTIES Serves as the Manager, Technology Operations in the Office of Technology, Metropolitan Washington Airports Authority (Airports Authority). Ensures the Technology Operations Department (Department) consisting of Server Administration Group, Network Operations Group, Database Administration Group, and Radio and Wireless Services Group provide continuous, broad-scope and high-quality technology services to Airports Authority end users. This includes identification, recommendation, development, implementation and provision of cost effective technology support as well as legally compliant and effective policies, procedures and practices. Performs related functions.

--In collaboration with the Vice President for Technology and through subordinate organizations, staff, and consultants, or personally:

Provides strategy and direction and leads operational planning for the Department including fostering innovation, technology direction, planning projects and services, stakeholder management, and negotiating, organizing and overseeing the planning and allocation of resources. Benchmarks, analyzes, documents, and recommends improvements for the growth of the Airports Authority's technology infrastructure and associated systems.

Anticipates, assesses, approves, and oversees Departmental projects and project portfolio. Manages the deployment, monitoring, maintenance, upgrade, and support of all Department systems, including servers, databases, storage solutions, radio communication systems, network devices, operating systems, hardware, software, and peripherals. Works with Airports Authority Vice Presidents, Department Managers and other stakeholders to define Technology operations requirements for new technology implementations including options to host systems externally.

Ensures continuous, cost effective delivery of technology services and supports improvements that will improve services and capitalize on ways in which technology tools and automation can contribute to cost effectiveness and improved productivity.

Develops business case justifications and cost/benefit analyses for Departmental spending and initiatives including, but not limited to, internal and/or external data center consolidation(s).

Identifies opportunities for cloud services; creates processes (including IT service management (ITSM)); works with subordinate organizations and customers/stakeholders in defining the tools and processes that will enable service delivery in the cloud.

Establishes or approves service metrics and ensures documentation of service data, including staff hours-to-uptime and incident responses. Monitors the performance of staff vis-à-vis the metrics and other standards and requirements and expectations, such as a customer service orientation and established service level agreements. On regular and incidental bases, reviews and assesses service, including readiness for and responses to special events and

incidents. Reviews the performance of the Department based on service level agreements with Offices and departments it supports. Directs corrective actions, as appropriate.

Develops and manages an enterprise-wide technology disaster recovery plan. Reviews the results of system tests, system failures and system failure analyses. Reviews and assesses the technical condition of the overall system, as well as critical subsystems and key components. Identifies any maintenance or repair practices or procedures that potentially compromise or degrade subsystems. Reviews and approves any modifications, redesign, and/or replacement of system components.

Develops and implements Departmental policies, procedures, and service level agreements and measures to maintain a high level of infrastructure operations service delivery including those for architecture, security, disaster recovery, standards, purchasing, and service provision.

Responsible for the training, development, and mentoring of direct reports and their staffs; provides opportunities for skills expansion and career development.

--Serves as the Contracting Officer's Technical Representative (COTR) for all Technology Operations. Reviews hardware and software acquisition and maintenance contracts and pursues master agreements to capitalize on economies of scale. Practices effective asset management for technology hardware, software, and equipment. Develops requests for proposal (RFP) and budgets for multi-million dollar consultant contracts and service agreements. Prepares and manages technical aspects and pricing structure of contracts, from development of contract specifications through support of RFP advertising, evaluation, negotiations and award. After award, monitors contractor's performance for compliance with contract terms and conditions, certifies invoices for payment, develops and justifies contract modifications, manages contract funds and supports contract close out by the Contracting Officer.

--Keeps current with technology and associated legal requirements, privacy policies, hardware, software, protocols, etc. to ensure subordinate operations adhere to applicable laws, regulations, policies and generally-accepted technology standards and, as appropriate, uses the latest technology, including Capability Maturity Model Integration (CMMI) and Information Technology Infrastructure Library (ITIL) and the Federal Information Security Management Act (FISMA).

--Communicates and interacts effectively with internal and external business contacts including but not limited to, other members of the unit/team, other Airports Authority employees (such as senior leadership, managers, supervisors, professionals, and support staff), consultants, vendors and suppliers to exchange routine and non-routine information about assigned functions, to make formal presentations, to collaborate and coordinate fully, and to perform other functions.

--Uses a computer, tablet, or smart phone for various applications (email and communications, word processing, data entry, compiling information for reports, spreadsheets, graphics, flow charting, planning, scheduling, presentations, etc.), as well as specialized software/systems used in performance of DUTIES.

--Operates a motor vehicle landside, and, as necessary, airside on and off Airports Authority complexes, to meet with users, consultants, visit jobs sites and suppliers, and perform related functions.

--*Performs other duties as assigned or as determined on own initiative.*

MANAGERIAL AND SUPERVISORY DUTIES In the context of Departmental functions, provides:

Organizational Planning. Establishes goals. Develops program plans and milestones. Assigns priorities. Develops policies and procedures. Projects budget requirements and allocates available resources.

Program Direction. Communicates organizational goals. Keeps employees and other managers informed. Develops and establishes review and control systems to assist in achieving goals and results. Reviews costs, manages fiscal resources, and maintains control over assigned Authority resources and assets.

Human Resource Management. Selects, assigns, and develops employees. Delegates and assigns work. Evaluates employee performance and administers human resource management programs established by the Authority. Ensures the application of EEO principles and adheres to EEO requirements.

Program Evaluation. Reviews program quality and progress toward achieving goals and program results on a periodic basis. Takes corrective actions to maintain work progress on schedule, improve employee performance, or modify program goals or operations, as appropriate.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in Computer Science, Telecommunications, Management Information Systems (MIS) or a related field providing a strong foundation for success in the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.
2. Nine years of progressively responsible experience in technology management that includes substantive work in the range of DUTIES in this job description. (A master's degree in any field providing strong foundation for successful performance of the DUTIES in this job description may be substituted for two of these nine years). These nine years of experience (or master's degree with seven years of experience) must include evidence of:

- (a) Developing infrastructure strategies for large and complex initiatives as well as those that support continuous availability capabilities, and
 - (b) Managing Linux and Windows operations, and
 - (c) Managing the deployment, monitoring, maintenance, and support of all Operations systems, devices, hardware, software, etc., to ensure continuous delivery of technology services, and
 - (d) Managing or leading the design, configuration, installation and upgrading of Network, Server, and Data Base operations in the delivery of services with an emphasis on controlling/reducing cost while improving performance, and
 - (e) Managing Radio or Wireless services and overseeing the expansion of them.
3. Experience demonstrating ability to supervise professional staff at the first and second levels of supervision.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rate qualified for this job.

- 1. Public Sector Operations Technology Management experience.
- 2. Information Technology Infrastructure Library (ITIL) Foundations.
- 3. Certification as Project Management Professional (PMP®), Program Management Professional (PgMP®), or Risk Management Professional (PMI-RMP®) from the Project Management Institute, Strategic Management Professional (Level II) from the Association for Strategic Planning, Certified Six Sigma Black Belt (CSSBB) from the American Society for Quality, or an equivalent certification.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority-specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

- 1. Knowledge of Airports Authority management functions, policies and procedures, including EEO principles and requirements, and knowledge of supervisory principles, altogether to manage the operations and programs of the unit/team and to perform supervisory functions.
- 2. Comprehensive, current knowledge of Technology infrastructure planning and development as well as daily server, network, database, and radio/wireless administration (hardware,

operating systems and utilities), to plan and manage Departmental functions and analyze processes, enact change, and think operationally and strategically to achieve business goals

3. Knowledge of data center consolidation programs and moving internally hosted datacenters to an externally hosted environment.
4. Knowledge of public procurement and contracting process in general, and of the Airports Authority's contracting policies and procedures in particular, to serve as COTR; and skill in defining and organizing work requirements and in assessing operations and services provided by contractors to develop contract documents.
5. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems and identify relevant information. Examples include providing the strategy and planning for the Department and creating the business case justifications and cost basis analysis scenarios.
6. Skill in oral communication to understand verbal information (including facts, assertions and arguments) and to express such information verbally so that others will understand and be convinced or persuaded. This includes skill in encouraging effective oral communication by others and in making formal presentations. Examples include presenting the Department's plan to senior management and to negotiate for the Office technical aspects of Department contracts.
7. Skill in written communication to understand written information, draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand and be convinced or persuaded. This includes skill in the review of the written work of others to resolve discrepancies in reports, exchange data, and create the Department's disaster recovery plan.
8. Skill in using a computer and modern office productivity software for communicating, planning, scheduling, preparing spreadsheets and analyzing data, word processing, presentations, etc., and in using specialized Office software in the performance of DUTIES..
9. Interpersonal skills to interact effectively with business contacts in a business like, customer service-oriented manner.

RESPONSIBILITIES Is responsible for directing the Technology Operations Department and ensuring the Department's activities are aligned with and support the Airports Authority's goals and objectives. The Department not only supports the Airports Authority and its Offices, but its activities support the Airports Authority tenants, directly impacting their effectiveness and efficiency, as well as its customers – the flying public.

Reports to the Vice President for Technology (Supervisor), who provides initial assignments in terms of scope of functional responsibilities, authority, budget and similar factors. Specific assignments are often made in terms of objectives, time lines, resources and critical issues, come to

the incumbent as a function of Departmental functions, or are self-generated. The incumbent is expected to assure that all Technology operations and services across the Airports Authority are cost effective, efficient, timely, customer oriented, adhere to legal requirements and generally-accepted best practices, and that day-to-day internal and external coordination is effective. The incumbent often works with the Supervisor and stakeholders in the resolution of controversial matters, which often require coordination with senior and middle management. Projects may be reviewed in detail at predetermined milestones and completed work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, and other factors, including specific performance management requirements.

Guidelines include industry best practices such as Capability Maturity Model Integration (CMMI) and Information Technology Infrastructure Library (ITIL), the Airports Authority's policies and procedures with regard to Technology, manufacturers' manuals for hardware and software, technical protocols, technology periodicals, technology security requirements and standards such as the Federal Information Security Management Act (FISMA) of 2002, and the Airports Authority's contracting policies and procedures and EEO requirements. Some of these guides allow for wide discretion. The incumbent uses seasoned judgment to adjust and apply guidelines to particular situations.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files, etc. Incumbent may sit for extended periods while performing desk work; moves about to visit other offices or work sites, meet with people, etc. Constantly uses a computer to develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Frequently exchanges information by telephone. Regularly reviews contracts, computer printouts, and regulations containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. Is subject to job pressures from short deadlines and changing priorities and job frustrations from demands for service that exceed available resources.

OTHER SIGNIFICANT JOB ASPECTS Is subject to hold-over and recall on a 24-hour basis for essential services and emergencies, such as particularly virulent computer viruses disaster recovery.