

DATA CENTER OFFICER

Department of Technology & Innovation



CITY OF
LONG BEACH

ANNUAL SALARY

\$147,000 - \$157,000

& GENEROUS BENEFITS



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THE COMMUNITY



Ideally located on the Pacific Ocean south of Los Angeles and just west of Orange County, Long Beach is the seventh-largest city in the State of California. Offering all the world-class amenities of a large metropolitan city, coupled with its strong sense of community and pride, Long Beach is one of the most vibrant communities in the country. The City has been referred to as the “Most Diverse City” in the country by USA Today and one of the “Best Communities for Young People” two years in a row. With its ideal location in Southern California, year-round comfortable climate, healthy business environment, and far-ranging cultural pursuits, the City is alive with activity. Long Beach is home to an abundance of cultural and recreational options. Expansive beaches, three marinas, five golf courses, the Aquarium of the Pacific, the Queen Mary, and the annual Grand Prix of Long Beach serve to draw 6.5 million visitors a year. The City’s full-service commercial airport has preferred flight schedules, carriers, and overall accessibility that makes it the travel-friendly alternative to other Southern California airports. In addition, Los Angeles’ rail transit system, the most used light rail system in the country, connects the city to the entire region. Long Beach continues to make significant investments in its parks, beaches, streets, and other amenities (including a new city hall) indicative of the financial stability and health of the City.



CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district and a Mayor that is elected at large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. The Council Members and the Mayor are subject to a three-term limit, which allows them to serve for a maximum of twelve years. The City Council appoints a City Manager and a City Clerk. The City Manager is responsible for the efficient administration of all City departments, excluding those under the direction of a separately elected official, Board, or Commission. The City of Long Beach provides all traditional public services. In addition to its traditional services, the City also maintains one of the world’s busiest seaports, which serves as a leading gateway for international trade. Long Beach also has its own full-service commercial airport and is one of only three cities in California with its own Health Department. Long Beach is supported by a total FY 2023 budget of approximately \$3.2 billion, with the General Fund budget totaling \$670 million. More than 6,048 full and part-time employees support municipal operations with the majority being represented by eleven employee associations. To learn more about the City of Long Beach, go to: www.longbeach.gov.

THE DEPARTMENT



The Technology and Innovation Department (TID) plans and develops the technology infrastructure for the City and provides a centralized resource for technology deployment and support throughout the City. The Department integrates people, processes, and technology to increase the efficiency and effectiveness of City services through the work of its 181 FTEs while operating on a FY 2023 annual operating budget of nearly \$70 million and multi-year capital projects budget of \$101 million. TID is organized into five bureaus: Business Operations, Digital Services, Enterprise Information Services, Infrastructure Services, and Technology Engagement & Support. The Department also manages LBTV, a production studio that develops custom programming and distributes City multimedia content via its broadcast TV station and social media platforms. Additional information about the department is available at www.longbeach.gov/ti.



THE POSITION

The Data Center Officer reports to the Infrastructure Services Bureau Manager and is part of TID's management team which leads and advises Long Beach to effectively respond to a rapidly evolving technology environment. The role of this position is to ensure continuous access to the City's central mainframe computer and approximately 500 servers that run the majority of the City's data systems, including the finance, human resources, utility billing, billing and collections, GIS, and various public safety systems.

EXAMPLES OF DUTIES

The Officer directs and guides the Division staff to safeguard the Data Centers and provide server support, by having adequate systems in place that provide data back-up, disaster recovery and overall network systems monitoring and management. With technical vision, this candidate will manage the leading technologies used in the Data Centers, which include blade servers, virtualization, storage area networks, workload automation and deduplication backup appliances. The position ensures accurate and timely compliance with Data Center security policies, implements corrective action for audit findings and provides Data Center asset management. While managing the Operations Center with a staff of seventeen, the specific responsibilities of the position include:

- Manage the 24/7 round-the-clock Data Center Staff and support.
- Manage Windows and Linux Server Administration Group and operations.
- Manage Data Protection operations for all data center computing platforms including storage, backup/recovery, and disaster recovery.
- Manage Data Center Operations monitoring platforms and incident management.
- Manage the Mainframe Group.
- Work with the Purchasing group to develop bid specifications and generate and approve purchase orders for hardware and software.
- Establish and improve upon operating procedures.
- Prepare, monitor, and manage annual budget for the Division.
- Generate new fiscal year cost estimates for various items, such as IBM mainframe software, server replacement, and software support for systems.
- Authorize invoices for payment and resolve cost discrepancies.
- Select, train, and evaluate staff.

THE IDEAL CANDIDATE

The position requires excellent oral and written communication skills, strong leadership and interpersonal skills, with an emphasis on customer service, process design and asset management. In addition to technology and customer service expertise, the ideal candidate will be a strong and collaborative leader who is detail oriented, hands-on, able to operate in a fast paced, dynamic environment. They will be capable of meeting multiple project timelines while maintaining effective and cooperative work relationships at all levels of the organization. The ideal candidate will be a self-motivated, results-oriented professional who is an effective negotiator. This individual will also be a creative and strategic thinker who is dedicated to providing quality service and making process improvements.

REQUIREMENTS TO APPLY

MINIMUM QUALIFICATIONS

- Five (5) years of increasingly responsible experience in Technology Management, Data Center Management, Business Administration, or Computer Support.
- A bachelor's degree from an accredited college or university (proof required*). Related experience beyond the minimum requirement may be substituted for required education on a year-for-year basis.

*Required documents, such as transcripts, degrees, certificates, or licenses, must be uploaded to the online application in PDF format at the time of filing. Any documents submitted must contain either the applicant's name or other identifying characteristic on the document. Proof of education for academic degrees should indicate the type of degree and date of degree conferral. Candidates who possess degrees or units from outside the United States must attach proof of educational equivalency at the time of filing.

DESIRABLE QUALIFICATIONS

- Experience performing Technology Management, Data Center Management, Business Administration, or Computer Support for a public agency.
- A Master's degree in Information Technology, Computer Science, Public/Business Administration or related field.



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COMPENSATION & BENEFITS

The salary range for this position is **\$147,000 to \$157,000** annually.

Placement in the range will depend on qualifications.

The City's compensation package also encompasses an attractive benefits package that includes:

RETIREMENT - City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.

VACATION - Twelve (12) days after one year of service; fifteen (15) days after four years, six months of service; twenty (20) days after 19.5 years of service.

EXECUTIVE LEAVE - Forty (40) hours per year.

SICK LEAVE - One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or conversion to additional CalPERS service credit (subject to CalPERS limitation).

HOLIDAYS - Eleven (11) designated holidays per year, plus four personal holidays to be used at the employee's discretion.

MONTHLY TRANSPORTATION ALLOWANCE: \$225 per month

HEALTH & DENTAL INSURANCE - The City offers an HMO and PPO option for health and dental insurance coverage. The City pays major portion of the premium for employee and dependents depending on the health/dental plan selected.

LIFE INSURANCE - City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.

DISABILITY - City-paid short-term and long-term disability insurance.

FLEXIBLE SPENDING ACCOUNT - Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.

MANAGEMENT PHYSICAL - Annual City-paid physical examination.

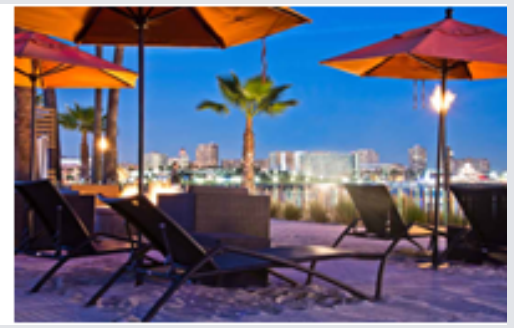
DEFERRED COMPENSATION 457(b) PLAN - Voluntary retirement savings program available through MissionSquare (formerly known as ICMA-RC Retirement Corporation). City contributes 2% of employee's base pay to the employee's 401(a) plan.

TECHNOLOGY ALLOWANCE - Monthly smart phone stipend or City-issued device.

GYMPASS & HEALTH ADVOCATE

REMOTE WORK SCHEDULE - This position is eligible for a hybrid telework schedule per approval by management. The typical arrangement is to work 20% on site and 80% remote once the employee is acclimated to the department and settled in their new role. If working in a remote work schedule, the employee is expected to be able to report to work within two (2) hours to the work site if needed.

Additional information about the City's benefit package can be found at www.longbeach.gov/hr.



The City of Long Beach requires all employees to be vaccinated against COVID-19 prior to their first day of employment unless a medical or religious accommodation is approved by the City of Long Beach Human Resources Department for the duration of the vaccine mandate

The City of Long Beach is committed to creating a workplace where every employee is valued for who they are. Having our workforce reflect the diversity of our community at various levels of the organization is a continuous goal embraced by our departments, management staff, and policymakers. To support efforts of fairness and diversity, City Leadership is committed to incorporating equity and inclusion into our work by supporting staff and community partners. We are committed to promoting transparency by publishing updated demographic information for employees, including workforce diversity data and pay by race and gender.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.

THE SELECTION PROCESS

This recruitment will close at 11:59 p.m. on March 18, 2023.

To be considered for this opportunity applicants must submit an online application, including resume and cover letter, that reflect the scope and level of their current/most recent positions and responsibilities. Online applications can be filed at <https://koffassociates.com/opportunities/>

Following the close of filing, applications will be reviewed, and those candidates determined to be the best qualified will be invited to participate in the selection process which will include an oral interview by a selection panel.

The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If special accommodation is desired, or if you would like to request this information in an alternative format, please call (562) 570-6272.

[CLICK HERE TO APPLY](#) or scan QR code



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Email questions to:
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or at 510-570-3844

