

# JOB OPENING ANNOUNCEMENT

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Employment Hotline 650-508-6308

**March 29, 2024**

**TITLE:** IT Manager, Infrastructure & Cybersecurity  
**EMPLOYMENT TYPE:** Exempt (Full-Time)  
**DIVISION:** Department of Innovation & Technology  
**APPLICATION DEADLINE:** **Sunday, May 12, 2024 (1st cutoff April 21, 2024)**  
**PAY RANGE:** \$2,591.13 - \$3,886.69 weekly (\$134,739 - \$202, 202,108 estimated annual)  
**WORK LOCATION:** San Carlos, CA

**JOB SUMMARY:** The IT Manager, Infrastructure & Cybersecurity will report to the Director of Infrastructure & Cybersecurity in the Division of Innovation & Technology. The Infrastructure Manager's role is to plan, organize, and manage staff and overall operations to ensure the stable operation of the organization's entire IT infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly Enterprise Network Infrastructure, Cloud Infrastructure, Data Center, Server Infrastructure, Data Communications, and Telecommunications systems Cybersecurity and IT Disaster Recovery The Infrastructure Manager will also schedule and direct activities to resolve hardware and software problems in a timely and accurate fashion. The IT Manager will work closely with key departments in the San Mateo County Transit District (SamTrans), the Peninsula Corridor Joint Powers Board (Caltrain), and the San Mateo County Transportation Authority (TA) and other departments to identify, recommend, develop, implement, and support cost-effective Infrastructure & Cybersecurity solutions for the entire district. The incumbent will ensure continuity of end-user computing services for District employees and contractors through planning, technical leadership, and project coordination.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

- Manage and set priorities for the design, maintenance, development, and evaluation of all infrastructure systems, including LANs, WANs, Internet, intranet, security, wireless implementations, servers, databases, and so on.
- Conduct feasibility studies for various upgrade projects, improvements, and other conversions.
- Define hardware and software standards in conjunction with owners and stakeholders.
- Test network performance and provide network performance statistics and reports; develop strategies for maintaining network infrastructure.
- Test server performance and provide network performance statistics and reports; develop strategies for maintaining server infrastructure.
- Manage operational costs; conduct near- and long-term financial forecasts for expanded functionality/user base.
- Establish and maintain regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent infrastructure activities.
- Develop, implement, and manage Service Level Agreements (SLAs), including coordinating discussions with stakeholder management regarding current and anticipated service requirements and alternative approaches.
- Develop and manage IT policies and procedures related to infrastructure
- Oversee major Project and IT Service delivery. Plans, coordinates, and monitors all aspects of internal information system-specific projects, which translate business objectives and requirements into workable plans, requirements documents, technical and functional design documents and models.

- Supervise staff. Hires, mentors and takes appropriate corrective and/or disciplinary action. Participates in selection, coordinates staff training, establishes performance objectives, monitors and evaluates employee performance.
- Design and implement short- and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements.
- Develop, implement, and maintain policies, procedures, and associated training plans for infrastructure administration and project management.
- Participate in the development of IT strategies in collaboration with IT chief.
- Conduct research and make recommendations on products, services, protocols, and standards in support of all infrastructure procurement and development efforts.
- Establish service level agreements with business units.
- Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.
- Negotiate with vendors, outsourcers, and contractors to secure infrastructure-specific products and services.
- Assist with the planning and deployment of infrastructure security measures.

**EXAMPLES OF DUTIES:**

- Plans, directs, and manages enterprise IT infrastructure, and oversees the operations to ensure high availability of mission critical systems, and develops and implements strategic projects.
- Oversees the work of contractors and consultants in the study, design, development, implementation, and maintenance of the information systems and related projects
- Develop the staff, systems and processes used to ensure best-of-class IT services in a fast-paced environment.
- Develop metrics and KPI's to measure success including continuously improve and streamline Infrastructure deployment and maintenance processes.
- Document systems and related infrastructure Standard Operating Procedures (SOPs)
- Support audit and regulatory requests as well as maintain documentation to support those requests.
- Coordinate departmental activities and special projects to ensure quality, cost-effectiveness, and meeting of timetables.
- Manages deliverable estimation process, resource allocation and efficient utilization; negotiates resource conflicts with other project managers or resources managers as appropriate.
- Create Program/Project Plans with milestone and activity details for all IT projects.
- Evaluate job performance of staff which also includes the professional development of staff through the identification of on-the-job and other professional development opportunities.
- Perform all job duties and responsibilities in a safe manner to protect oneself, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures to reduce or eliminate accidents.
- Manage IT related Procurement activities and vendor contracts.
- Developing and managing a department's information security, business continuity, disaster recovery, and safety programs to mitigate system or other catastrophic failure.
- Leading technical design decisions by analyzing situations, identifying issues, advising staff, recommending solutions, resolving complex technological problems, and evaluating outcomes
- Planning and implementing architecture for an agency's IT infrastructure.
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

**SUPERVISION:** Works under the general supervision of the Director of Infrastructure & Cybersecurity, who establishes goals and objectives and evaluates performance.

**MINIMUM QUALIFICATIONS:** Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's Degree in Computer Science/Technology or closely related field.
- At least five (5) years of progressive full-time experience in managing IT & Network Infrastructure/ Data Center / Cloud Services
- Two (2) years of full-time supervisory experience leading and managing an IT group.

**PREFERRED QUALIFICATIONS:**

- Experience working with Networks/ Data Center / Firewalls / Public Cloud
- Experience managing Infrastructure in Azure & Amazon Clouds
- Deep technical expertise in architecting & managing enterprise networks.
- Windows 10 or above, Azure Active Directory, Microsoft Office 365, Microsoft Exchange Online/ Dell / Nutanix / Palo Alto / Azure
- Exhaustive understanding of Protocols, databases, and Information Technology Infrastructure Library (ITIL) standards
- Budgeting and forecasting experience in a technology environment is desired, along with vendor management experience.
- Project management leadership experience.
- Any other technology certifications a plus.

**SELECTION PROCESS MAY INCLUDE:** The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

**CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:**

For additional information on SamTrans benefits, please visit, <https://www.samtrans.com/jobs>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 26 days per year
Cafeteria Plans:	Medical, dental, vision care, group life insurance and more
Transportation:	Free Bus Transportation for employees and qualified dependents
Work Location:	Select positions are eligible to work remote up to 50% of the time
Pension:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none"> <li>• Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation</li> <li>• New Members – 2% @ 62 benefit formula, 3 year average of highest compensation</li> </ul>

**HOW TO APPLY:**

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by **11:59 p.m. on Sunday, May 12, 2024 (1st cutoff April 21, 2024)**. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at [recruitment@samtrans.com](mailto:recruitment@samtrans.com).
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.