



Information Technology Job Family: **IT Operations Manager Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

IT Operations Supervisor INDIVIDUAL CONTRIBUTOR	IT Operations Manager I INDIVIDUAL CONTRIBUTOR	IT Operations Manager II INDIVIDUAL CONTRIBUTOR
Perform multiple activities to support the installation, daily operation, and security of voice, data, and/or video communications networks. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance	Perform simultaneous activities to support the installation, daily operation, and security of voice, data, and/or video communications networks. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance.	Perform simultaneous activities to support the installation, daily operation, and security of voice, data, and/or video communications networks. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance.
Activities may include diagnostic consulting to resolve complex troubleshooting service calls; assisting or effecting repairs to the network systems infrastructure; coordinating with other network professionals to develop, promulgate, and/or document applied field engineering standards; identifying or monitoring requirements for network preventative maintenance; recommending or analyzing performance benchmarks for wire plant; and switching fabric in the context of capacity planning	Activities may include diagnostic consulting to resolve complex troubleshooting service calls; assisting or effecting repairs to the network systems infrastructure; coordinating with other network professionals to develop, promulgate, and/or document applied field engineering standards; identifying or monitoring requirements for network preventative maintenance; recommending or analyzing performance benchmarks for wire plant; and switching fabric in the context of capacity planning	Activities may include diagnostic consulting to resolve complex troubleshooting service calls; assisting or effecting repairs to the network systems infrastructure; coordinating with other network professionals to develop, promulgate, and/or document applied field engineering standards; identifying or monitoring requirements for network preventative maintenance; recommending or analyzing performance benchmarks for wire plant; and switching fabric in the context of capacity planning
Install, test, and deploy the physical infrastructure for voice, data, and/or video campus network systems, including copper, coaxial, fiber-optic technologies, gateways, routers, switches, and other communications production hardware	Install, test, and deploy the physical infrastructure for voice, data, and/or video campus network systems, including copper, coaxial, fiber-optic technologies, gateways, routers, switches, and other communications production hardware	Install, test, and deploy the physical infrastructure for voice, data, and/or video campus network systems, including copper, coaxial, fiber-optic technologies, gateways, routers, switches, and other communications production hardware

IT Operations Supervisor INDIVIDUAL CONTRIBUTOR	IT Operations Manager I INDIVIDUAL CONTRIBUTOR	IT Operations Manager II INDIVIDUAL CONTRIBUTOR
Identify and monitor how problems might affect or interact with function and performance of other systems; propose solutions as appropriate.	Identify and monitor how problems might affect or interact with function and performance of other systems; propose solutions as appropriate	Identify and monitor how problems might affect or interact with function and performance of other systems; propose solutions as appropriate
Adapt, combine, and improve existing service products, processes, and programs; help to develop innovative solutions when appropriate	Adapt, combine, and improve existing service products, processes, and programs; frequently develop innovative solutions	Adapt, combine, and improve existing service products, processes, and programs; frequently develop innovative solutions
Assist with, contribute to, and influence decisions regarding policies and procedures		
	Work collaboratively to ensure the effective identification and resolution of issues having systemic genesis or impact, and to avoid competing with or jeopardizing other established priorities	Work collaboratively to ensure the effective identification and resolution of issues having systemic genesis or impact, and to avoid competing with or jeopardizing other established priorities
Perform multiple activities to support the installation, daily operation, and security of large-scale multi-user computer systems or workstation facilities. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance in support of systems, applications, or networks	Perform simultaneous activities to support the installation, daily operation, and security of large-scale multi-user computer systems or workstation facilities. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance in support of systems, applications, or networks	Perform many simultaneous activities to support the installation, daily operation, and security of large-scale multi-user computer systems or workstation facilities. This includes recommending modifications or extensions, analyzing requirements for function and performance, and designing procedures for evaluating function and performance in support of systems, applications, or networks
Identify and monitor how problems might affect or interact with function and performance of other systems; propose solutions as appropriate	Identify and monitor how problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate	
Adapt, combine, and improve existing service products, processes, and programs; help develop innovative solutions when appropriate	Adapt, combine, and improve existing service products, processes, and programs; frequently develop innovative solutions	Adapt, combine, or improve existing service products, processes, or programs; continually develop innovative solutions
Be responsible for assisting with, contributing to, and influencing decisions regarding policies and procedures in the functional area.		
	Work collaboratively to ensure the effective identification and resolution of issues having systemic genesis or impact, and to avoid competing with or jeopardizing other established priorities.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of issues having complex systemic genesis or impact, and to avoid competing with or jeopardizing other established priorities.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11464 IT OPERATIONS SUPERVISOR, BAND E	11465 IT OPERATIONS MANAGER I, BAND F	11466 IT OPERATIONS MANAGER II, BAND G
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination
IMPACT	Moderate impact	Moderate impact	Substantial impact
CONTACTS - INSIDE	Assist other Cooperation of task completion	Providing guidance Coordinate activities	Persuade others to take a particular course of action Coordinate major activities
CONTACTS - OUTSIDE	Providing and/or receiving guidance, advice or information that must be analyzed and developed by the position.	Providing and/or receiving guidance, advice or information that must be analyzed and developed by the position.	Develop and make presentations and negotiate with others.
CONTACTS - STUDENTS	Frequent contact to provide information and instruction	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction

FACTOR PROFILE	11464 IT OPERATIONS SUPERVISOR, BAND E	11465 IT OPERATIONS MANAGER I, BAND F	11466 IT OPERATIONS MANAGER II, BAND G
SUPERVISION	Provide on-the-job train., guidance, advice and counsel to other employees in a similar position	Provide day-to-day supervisory direction to employees within the department.	Provide day-to-day supervisory direction to employees within the department.
COMPLEXITY	Frequently adapt, combine or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills
LEVEL OF DECISION MAKING	Assist in and influence decisions concerning policy-setting, research, planning or students	Assist in and influence decisions concerning policy-setting, research, planning or students	Assist in and influence decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice
EFFECT OF DECISION MAKING	Directly affect multiple functional areas Limited effect on students and employees	Directly effects entire department Moderate effect on students and employees	Directly effects several departments Significant effect on students and employees
WORKING CONDITIONS	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equip. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equip. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equip. Safety gear may sometimes be required