



## City of Kansas City, Missouri Job Class Specification

<b>Job Title:</b>	INFRASTRUCTURE SUPERINTENDENT	<b>Department:</b>	CONVENTIONS
<b>Job Code:</b>	5116	<b>Status:</b>	EXEMPT
		<b>Grade:</b>	EX-4

### Summary

This is supervisory, technical, and management work in directing foremost program element within the Convention and Entertainment Facilities Department's facilities infrastructure.

Work involves analysis, management, planning, oversight and supervision of support staff in various work sections as it relates to maintenance oversight of facilities supervisors, and maintenance management of complex electronic system elements within the facility infrastructure of the entire Convention Facilities Department. An employee of this class also instructs supervisors in general work methods and procedures, sets up and operates training courses where necessary and generally inspects work in process and upon completion in all elements of facility infrastructure management. Work is reviewed through discussions and written reports by a professional superior and the extent to which existing facilities are efficiently and adequately maintained.

### Duties and Responsibilities

- Supervises and manages the general performance of all technical support staff and technical infrastructural operations and at the American Royal Complex.
- Assigns schedules and manages the type of technical infrastructural work to be completed.
- Critiques and evaluate all technical infrastructural needs throughout the facilities, managing the engagement of all technical personnel, and maintaining the continuous management of technical infrastructure maintenance programs.
- Reviews technical infrastructural contracts, operational schedules, the continuous monitoring of the client exhibitors network availability, management of Wi-Fi SSID's, management of the facilities network VLAN's and the management of the facilities bandwidth shaping appliances.
- Makes periodic studies and reviews, support crews analysis related to repair and activities; assists higher level professional superiors in the development of techniques to measure productivity of assigned technical support and infrastructural support staff.
- Assigns maintenance responsibilities to subordinate supervisors for the continuous monitoring and management of the facilities security camera infrastructure system.
- Confers with outside stakeholders, in various areas of operations by coordinating and/or being a liaison to advise subordinates on various facility infrastructure issues they may encounter.
- Conducts event surveys and collects information on operational and administrative matters, analyzes findings and makes reports of practical solutions.
- Issues set-up and service requests and schedules facility maintenance to building infrastructure operations and other affected sections within the department.
- Prepares technical support and complex technical infrastructural manuals and other formal statements of improved procedures, methods, and systems of operations; assists with the installation of improved procedures, methods, and systems.

**Duties and Responsibilities**

- Assists in preparation of annual budgeting as it relates to the work area operations of facility maintenance, technical support, and technical infrastructural management.
- Prepares monthly facilities infrastructural reports and any other reports upon request of the Deputy Director.
- Responsible for management and monitoring of the maintenance of the Convention Center Complex digital signage and electronic marquees, time clock management, Municipal Arena electronic scoring system and video boards, lighting and LED administration.
- Responsible for management and monitoring of the maintenance of the Convention Center Complex employee parking lot. Management of parking application records, programming of parking access codes, and supervising the general maintenance performance of the system.
- Responsible for management and maintenance of the Convention Center Complex PBX Call System.
- Responsible for management and maintenance monitoring of the Convention Center Complex systems applications. Responsible for application setup, primary database report writing, HVAC and lighting interface management and cellular DAS antennas. Performs related duties as required.

**Technical Skills**

Thorough knowledge of:

The operational, technical support and technical infrastructural maintenance of moderate sized public events facilities.

The uses and operating characteristics of a variety of heavy and light equipment used in public works construction and maintenance operations. Modern office management and administrative practices and methods.

Ability to:

Analyze, assign priorities, organize, coordinate, and supervise the activities of subordinates in a manner conducive to full performance and high morale and efficiency.

Adapt to changes in departmental priority and other changes and to adjust assigned work schedules, personnel, and equipment to meet deadlines.

Effectively present and support departmental and divisional programs, needs, and objectives as well as to participate in public relations programs.

Supervise and direct the activities of subordinate personnel as assigned.  
Analyze, interpret and submit oral and written reports.

Establish and maintain effective working relationships with clients, employees, municipal officials and the general public.

Establish and maintain effective working relationships with employees, associates, and the public.

Adapt to rapidly changing conditions, to make sound judgments and take speedy action to solve physical or functional service problems.

**Education and Experience**

High school graduation and five (5) years of experience in complex computer operations installation setup, electronic systems, electronic engineering, project management, or telecommunication set up and analysis.

OR

Associate degree in facilities infrastructure management, computer science, engineering, or electronics and three (3) years of experience in complex computer operations installation setup, electronic systems, electronic engineering, project management, or telecommunication set up and analysis.

**Certificates/  
Licenses/Special  
Requirements**

- Must pass a physical examination as prescribed by the City.
- Will be required to pass a preemployment drug screen

**Supervisory  
Responsibility**

Supervision is exercised over a group of maintenance and/or clerical staff.

**Supervision  
Received**

Work is performed under the direct supervision of the Deputy Director. Supervision is exercised over a moderate number of infrastructural and facility mechanical support staffing.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created**

9/2023

