

Job Description

IT Operations Manager

DEPARTMENT	Information Technology	REPORTS TO	Director of Information Technology
TITLE CODE	8028MR	DATE	1/10/2022
POSITION CODE	TBD	ADMINISTRATIVE REVISION	

Job Summary

Under general direction, manages team members within OCERS IT Operations department. This position is responsible for overseeing and managing OCERS IT systems and IT operational activities. The IT Operations Manager will oversee the strategic planning, procurement, implementation, security, protocols, and management of Information Technology solutions in use by OCERS and the IT operational activities associated with them.

Distinguishing Characteristics

The IT Operations Manager is an upper management position that will report directly to the Director of Information Technology; OCERS professional team members is expected to uphold the highest standards of accountability, integrity and professionalism, Participating Employer focus, and system efficiency. The IT Operations Manager position requires a strategic and forward thinking leader to support the Director of Information Technology with looking to the future and actively seeking robust cloud-based solutions, advanced Data Analytics and Business Intelligence, and the roll out of Process Automation (RPA) over the next few years to enhance automation, minimize manual tasks, and continue our focus to implement the right tools and solutions to provide secure and accurate benefits to our members.

Performance Attributes

Include but are not limited to the following:

- ▶ Oversee the daily operations of the IT Operations department to ensure the functionality, availability, and security of OCERS IT systems, data, backups, and communications; troubleshoot and remediate issues that arise
- ▶ Partner with OCERS’ Information Security team to implement and operationalize security controls
- ▶ Develop and manage annual IT budgets and procure IT equipment and professional services in accordance with OCERS’ Procurement and Contracting Policy

Job Description

IT Operations Manager

- ▶ Manage IT vendors, contracts and service level agreements and perform vendor risk assessments
- ▶ Identify and manage operational risks
- ▶ Manage information technology projects
- ▶ Coordinate internal and external resources, timetables, budgets, and the reporting to project stakeholders
- ▶ Develop department policies, process and procedures documentation and provide internal training to department and impacted end users
- ▶ Ensure compliance of department and organizational policies
- ▶ Certify business continuity and disaster recovery efforts of OCERS IT Systems
- ▶ Participate in internal and external audits; oversee and coordinate responses to audit requests
- ▶ Manage department team members, including performance and training assessments. Assist in the development of IT staffing plan and professional growth
- ▶ Align IT infrastructure with current and future business requirements and strategic goals
- ▶ Evaluate and assess strategic solutions that leverage new and emerging technologies that drive process automation and improve organization effectiveness and efficiencies
- ▶ Manage IT department services and prepare management reports of department activities, tasks, and operational metrics
- ▶ Maintain professional and technical knowledge through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups

Technical Experience

- ▶ Microsoft 365 Platform, including Azure, Exchange, SharePoint, OneDrive and Office
- ▶ Strong technical knowledge of network and server operating system
- ▶ Experience with support of Windows Operating Systems, SQL Server and Active Directory
- ▶ Proven experience in IT infrastructure planning, development, and operations
- ▶ Powershell scripting
- ▶ VmWare, Azure and AWS Server Virtualization
- ▶ Enterprise Backup, Replication and Business Continuity and Disaster recover mitigation and response
- ▶ Strong understanding of project management principles and practices
- ▶ Strong understanding of Helpdesk and Customer Relations Support systems
- ▶ Data Security and Cyber Security basics
- ▶ Process Automation, Robotic Process Automation (RPA), Machine Learning (ML) Artificial Intelligence basics

Qualifications

The minimum qualifications required for entry into the classification are as follows:

Education and/or Experience

- ▶ Bachelor's degree from an accredited college or university with a major in Information Technology, Computer Science or a related field OR;
- ▶ Six years of relevant professional industry or military experience AND;
- ▶ Previous IT Infrastructure, IT Management, or IT Business Operations experience.

Special Notes, Licenses or Requirements

- ▶ A valid California C driver's license or the ability to arrange necessary and timely transportation for field travel
- ▶ May be required to use personal vehicle
- ▶ A complete background investigation is required; a felony or misdemeanor conviction may be a disqualifying factor from employment
- ▶ **Highly Desirable:** Project Manager Professional (PMP) Certification, Information Technology Infrastructure Library (ITIL) Certification, Certified Secure Software Lifecycle Professional (CSSLP), Microsoft SharePoint Certification or Microsoft 365 Certified.

Ideal Candidate

The ideal candidate will possess the following attributes:

- ▶ Project and time management skills
- ▶ Strong problem solving, analytics and research capabilities and ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations
- ▶ Ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations
- ▶ Ability to lead by example and demonstrate integrity, outstanding interpersonal and leadership skills
- ▶ Excellent verbal and written communications skills
- ▶ Quick learner with the willingness to work alongside team members to get the job done

Job Description

IT Operations Manager

Knowledge/Skills/Abilities

The following lists the knowledge, skills, and abilities necessary to perform the essential duties of the position.

KNOWLEDGE OF:

- ▶ Retirement or Pension (or related field) business practices, processes and controls
- ▶ Principles, concepts, practices, methods and techniques of effective leadership, information technology management and public administration pertaining to the planning, directing and monitoring of systems, data and technology infrastructure
- ▶ Microsoft systems, Exchange, SQL and Oracle server administration and maintenance
- ▶ Server virtualization implementation, operation, maintenance and backup
- ▶ Cisco network administration
- ▶ IT security best practices (hardware, software, network, data, database, security and communication lines)
- ▶ Network configuration, management and administration
- ▶ Effective supervision, training and employee motivation principles, practices and techniques

SKILLS/ABILITY TO:

- ▶ Demonstrate experience in planning, directing team members and being responsible for major information technology systems problems or failures.
- ▶ Demonstrate experience in procuring, integrating, testing, maintaining and managing the following:
 - ▶ Servers, network, database, and hardware infrastructure systems and facilities
 - ▶ Workstations and firewall systems
 - ▶ Operating systems and application software
- ▶ Implement and utilize management theories and principles; project management best practices; work planning and scheduling practices; supervisory and motivation practices.
- ▶ Plan, organize, and manage technology infrastructure development, operations and support for OCERS
- ▶ Develop, implement, operate and enforce OCERS IT security infrastructure, policies, standards and procedures
- ▶ Develop, implement, operate and maintain network topology, resources and security
- ▶ Develop, implement, integrate and maintain system servers, applications and tools, as well as end-user systems, applications and tools
- ▶ Create RFIs and RFPs for the selection, ordering, acquisition, inventory and disposition of hardware and software

Job Description

IT Operations Manager

- ▶ Establish and maintain effective working relationships with OCERS team members, consultants, contractors, vendors, plan sponsors, board members and others regarding a variety of OCERS policies, procedures, and practices
- ▶ Work with other employees, supervisors, managers and executives to move concepts, projects, and work assignments toward successful completion in a timely manner

Physical, Mental and Environmental Conditions

The physical and mental demands described here are representative of those that are customarily required to successfully perform the essential functions of this class.

Physical and Mental Demands

- ▶ Vision sufficient to read fine print and a computer monitor
- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small or large groups
- ▶ Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, mouse and write
- ▶ Mental stamina to interact professionally with members of the Board of Retirement, Plan Sponsors, peers and retirement system members
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment
- ▶ Observe and interpret situations and have the poise and ability to act calmly and competently in high-pressure, high stress situations
- ▶ Perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with vendors and team members in the course of work
- ▶ Use written and oral communication skills
- ▶ Read and interpret data, information, and documents
- ▶ Analyze and solve problems
- ▶ Ability to sit for prolonged periods of time
- ▶ Body strength sufficient to lift up to 20 pounds

ENVIRONMENTAL CONDITIONS

- ▶ The primary work place is in an office environment work with standard office equipment
- ▶ Peripheral office equipment generates to moderate noise level
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs



Job Description

IT Operations Manager

- ▶ Out of area travel may be required to attend professional conferences and meetings and occasionally to other locations
- ▶ Occasional early morning, evening, holiday and/or weekend work may be required



Job Description
IT Operations Manager

ACKNOWLEDGEMENT

By signing below, I acknowledge I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.

Employee Signature

Date

Supervisor Signature

Date

HR Signature

Date