

NC Rate Bureau

Manager, IT Infrastructure & Operations (Temp to Full Time)

Position Summary:

This position requires extensive knowledge and experience running an IT Infrastructure organization that includes: Customer Service, Service Desk Management, Infrastructure, Network Management, Data Center Operations, Network Management (voice and data), Storage Management, management of off the shelf systems and ITIL standards such as change control.

Duties & Responsibilities

Analysis

- Analyze pros and cons of solutions and make recommendations for solutions as requested.
- Examines data to grasp issues, draw conclusions, and solve problems.
- Identifying ongoing "continuous improvement" projects that should be undertaken and resourced and make appropriate recommendations.
- Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.

Budget/Controls

- Makes budget recommendations regarding security projects in a timely manner
- Executes IT projects within the planned security budget.
- Negotiating price discounts from vendors for computer and computer related equipment and software.
- Own, implement and enforce IT controls such as change control, system account management, data center access, and backup

Collaboration

- Builds and maintains customer satisfaction with the products and services offered by the organization.
- Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Collaborate closely with the Software Development group as needed to troubleshoot and resolve issues (including items related to .NET, IIS, SQL, SSRS or other environment specific areas involved with hosting the applications).
- Collaboration with decision makers, systems owners, and end users to elicit and define business, financial, and operations requirements and systems goals, and identify and resolve system issues.
- Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Uses knowledge of the organizational and political climate to solve problems and accomplish goals.

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Communications

- Asks questions in ways that enhance the clarity, quality, and reliability of information.
- Communicate complex information (written, verbal, listening and interpersonal) to technical and nontechnical individuals.
- Helps others resolve complex or sensitive disagreements and conflicts.
- Resolves difficult or complicated challenges.

Initiative

- Develops fresh ideas that provide solutions to all types of workplace challenges.
- Focuses on results and desired outcomes and how best to achieve them. Gets the job done.
- Recommend standards and process improvements and participate in implementation of approved standards and improvements for increased effectiveness.
- Research emerging technologies and standards and make recommendations to management on upgrades and improvements.

Knowledge/Development

- Displays an ongoing commitment to learning and self-improvement.
- Participate in individual and team training events, meetings, educational opportunities, reading professional publications, participating in professional organizations and maintaining personal networks to ensure that technical skills and industry knowledge is up-to-date. Share resulting knowledge with team members.

Leadership/Management

- A demonstrated ability to lead people and get results through others.
- Enables co-workers to grow and succeed through feedback, instruction, and encouragement.
- Holds team accountable for delays, and engages business when they are the cause of delays.
- Maintaining and improving staff knowledge of network, software, system development, project management, tools, techniques and customer service skills.
- Maintaining, directing and motivating a staff of professionals in System and Database Administration, Network Services and Operations to ensure all business objectives are met.
- Promotes organizational mission and goals, and shows the way to achieve them.
- Providing management with accurate, timely and relevant information about the status of projects, personnel and activities within the team.
- Adjusts and re-prioritizes project assignments as new information is received (delays, new requirements, shifting priorities).

Operations Management

- Cultivate, disseminate, and enforce functional policies, procedures and best practices.
- Developing standards for personal computer hardware and software acquisitions and

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their uses within the Company.

- Ensure appropriate delivery of Service Levels for all desktop, server and infrastructure needs.
- Establishing policies, standards, practices to ensure compliance with accepted industry practice and protect IT controlled assets. Keen focus will be on ticket resolution, system availability and overall application and internal systems security. This position will evaluate and implement standards recommended by the Security Officer.
- Evaluate current processes and procedures and implement appropriate improvements where needed.
- Evaluating, recommending and/or approving all infrastructure hardware and software needed and any changes in equipment or other infrastructure.
- Maintaining, supporting and upgrading existing systems and applications.
- Makes assignments to staff based upon domain ownership, priority, availability and skill set.
- Plans projects in advance to ensure recommendations for staffing and budget are appropriate and realistic. Manages capacity of organization ensuring realistic project goals.
- Monitors all projects schedules and reports deviations as they occur.
- Recommends where changes to applications may be needed to keep up with changes to other applications/requirements.
- Review unplanned requests; analyze impact on current planned resources and recommends appropriate action. Executes approved projects and requests.
- Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight, including follows instructions, policies, and procedures. Meets productivity standards, deadlines, and work schedules.

Productivity/Quantity

- Ensure projects deliver in scope, on time and within budget.
- Work under pressure and within deadlines.

Professionalism

- Faithfully and diligently fulfill the obligations of our Organizations as set forth in the statutes.
- Perform each task as efficiently as possible with absolute honesty and integrity
- Treat your fellow associates and those you serve on behalf of the Organizations with dignity and respect
- Continually strive to improve the Organizations through the use of every associate's talents and creativity
- Encourage participation and a sense of ownership from the members of our Organizations
- Demonstrate fairness and consistency among all associates and encourage personal development.

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Quality

- Deliver quality work, with attention to detail for all tasks.
- Ensure development solutions ensure data privacy and security practices.
- Ensure that proposed and existing systems architectures are aligned with organizational goals and are standardized as much as possible across systems.

Responsibility/Dependability

- Adapts to changing business needs, conditions, and work responsibilities.
- Ensure staff follows all processes and procedures.

Strategy

- Recommends IT Infrastructure & Operations strategy to align with overall IT Strategy.

Technical Skills

- Drives architectural discussions and decisions for key strategies and functionality (such as hosted model, front-end user interfaces, and reporting functionalities).
- Strong technical skills, analytical ability, good judgment and strong operational focus; including strong security knowledge and focus.

Work Management/Organization/Planning

- Apply proven communication skills, problem-solving skills and knowledge of best practices to guide team on issues.
- Oversight of an enterprise-wide disaster recovery and business continuity plan.
- Manages multiple priorities and adapt to constantly changing priorities
- Prioritize, schedule, and oversee execution of projects and tasks for self and staff.

POSITION SPECIFIC COMPETENCIES:

Collaboration

- Strong customer-service orientation.

Communications

- Ability to communicate ideas in both technical and user-friendly language.
- Ability to make effective and persuasive speeches and presentations to various groups.
- Possess excellent communication skills (written, verbal, listening and interpersonal).

Initiative

- Highly organized, self-motivated and self-directed.

Leadership/Management

- An experienced manager
- Proven ability to prioritize and re-prioritize many projects on a regular basis to meet changing demands.
- Ability to lead people and get results through others.

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Professionalism

- Poise and ability to act calmly and competently in high-pressure, high-stress situations.
- Demonstrates good judgment
- Demonstrates ability to respond effectively to the most sensitive inquiries or complaints

Problem Solving

- Demonstrated ability in system analysis, problem analysis and resolution.

Quality

- Ability to "right-size" methodologies and processes by finding the appropriate solutions for our organization in size and purpose.

Technical skills

- Knowledge and understanding of relevant legal and regulatory requirements.
- Strong technical skills, analytical ability, good judgment and strong operational focus; including strong security knowledge and focus.

Work Management/Organization/Planning

- Proven track record and experience in developing policies and procedures, as well as successfully executing programs that meet the objectives of excellence.
- Project management skills, including scheduling and resource management.
- Ability to organize, plan and manage multiple priorities and adapt to constantly changing priorities.
- Ability and experience effectively prioritizing, scheduling, and overseeing execution on projects and tasks for self and staff.

Primary Job Requirements:

Education

BA/BS in Computer Science, Information Services, related field or equivalent experience.

Experience

- 10 plus years professional experience in information technology.
- 5 plus years systems and data center manager role experience.
- 3 plus years mentor/leadership role experience.

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