
JOB DESCRIPTION: DIRECTOR, IT OPERATIONS

DEPARTMENT:	Technology Innovation	REPORTS TO:	Chief Technology Innovation Officer
JOB CLASS:	IT Director	PAY GRADE:	41
EXEMPT STATUS:	Exempt	DATE:	8/10/2017

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

Under the direction of the Chief Technology Innovation Officer, the Director of IT Operations is responsible for implementing, managing and optimizing IT Operations & Security for FLVS. The Director of IT Operations also manages the day to day operations of IT and security functions. The Director of IT Operations also works closely with the CTIO on strategic planning.

ESSENTIAL POSITION FUNCTIONS:

- Support the CTIO with strategic planning, setting departmental goals, establishing operating procedures, managing strategic relationships with external entities, and participating at the executive level in planning and operations meetings
- Develop partnerships with a variety of stakeholders that contribute to the success of technology for FLVS
- Develop and maintain relationships with other leaders in the Technology Innovation department and with key stakeholders by promoting involvement, communication, and implementing conflict resolution tools and techniques
- Develop project plans, manage projects, anticipate issues, lead issue resolution, communicate status, and hold staff accountable for delivering results
- Manage technology support services (change, incident, requests, and managing IT Operations and budget)
- Manage vendor relationships, building partnerships that benefit the organization, and hold vendors accountable when required and participate in contract negotiations with vendors for new contracts or renewal of existing agreements
- Oversee management of Client Services Including Tier 1 Help Desk services, Tier 2 Application Services, and Course Help Desk, providing support as required for all applications 24x7 or at service levels as agreed to with the business.
- Oversee management of Desk-Side Services including support for end user devices, office hardware and conferencing systems support.
- Manage the demand for IT Operations/Infrastructure resources to support projects and service requests, identify resource issues, and provide information to the CTIO to assist in managing priorities with end users
- Manage the life cycle for project requests, due diligence and planning including budgeting for new requests both capital and resource requirements

- Oversee management of Infrastructure Services Including Networking, Server Systems Engineering, Cloud services, on premise Co-Location facilities, Telephony services, including incident resolution, ensuring service levels are met and organizational goals supported.
- Ensure changes to IT infrastructure follow the change management policy and procedures including: testing, risk and impact management, communications, coordination, with the goal of minimizing unplanned downtimes or issues
- Manage the documentation and availability of infrastructure by ensuring it is on current release levels to ensure vendor support, high availability and reliability
- Oversee the integrity and security of data and systems access processes
- Manage the oversight, design and implementation of sophisticated security measures to protect the district's Infrastructure
- Lead and manage assigned direct reports; Evaluate the assigned department structure for continual improvement in efficiency and effectiveness of the group, as well as ensuring team members have access to professional and personal growth within the organization
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's Degree in Computer Science/Information Systems; or equivalent combination of education and relevant experience
- ITIL Certified

Experience:

- Six years' supervising and/or leading in IT Operations
- Three years' of direct management/supervisory experience, preferred
- Two years' leading network and operations support
- Two years data center experience, preferred

Knowledge, abilities and skills:

- Knowledgeable of data center operations, contemporary IT practices, contemporary IT standards and have experience/knowledge of the technology/vendors in use at FLVS
- Knowledgeable about the latest intelligence on information security, including hackers' methodologies, in order to anticipate security breaches
- Knowledgeable about IT hardware, software, networking and managing data centers
- Ability to have an innovative approach to solving complex problems
- Ability to think outside the box, but also can adopt and operate within a certain level of conformity
- Ability to effectively manage time, resources, and meet deadlines within budget
- Ability to drive quality into the company culture by contributing to internal initiatives
- Ability to use effective problem-solving skills
- Strong interpersonal skills

- Strong verbal and written communication skills
- Ability to learn quickly and understand business operations across the enterprise
- Ability to acquire knowledge on new technologies through research, mentoring, and managing other resources, and to transfer that knowledge to assigned staff through direct training, documentation and mentoring
- Ability to demonstrate initiative, exercise good judgment, and exhibit business savvy orientation
- Ability to work with and through people to establish goals, objectives, and action plans
- Excellent leadership capabilities, including the ability to work effectively with and influence team members, management, clients and other external groups

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

DIRECTOR COMPETENCIES FOR SUCCESS:

<p>LEARNING ON THE FLY</p> <p><i>Learns quickly when facing new problems; Is a voracious learner; Analyzes both successes and failures for clues to improvement; Experiments and will try anything to find solutions; Seeks out the challenge of unfamiliar tasks; Quickly grasps the essence and the underlying structure of most anything</i></p>	<p>PRESENTATION SKILLS</p> <p><i>Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; Is effective both inside and outside the organization, on both cool data and hot and controversial topics; Commands attention and can manage group process during the presentation; Can change tactics midstream when something isn't working</i></p>
<p>PRIORITY SETTING</p> <p><i>Spends his/her time and the time of others on what's important; Quickly zeros in on the critical few and puts the trivial many aside; Can quickly sense what will help or hinder accomplishing a goal; Eliminates roadblocks; Creates focus</i></p>	<p>BUSINESS & FINANCIAL ACUMEN</p> <p><i>Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; Knows the competition; Understands and communicates the goals, objectives,</i></p>

	<i>competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility</i>
<p style="text-align: center;">COMPOSURE</p> <p><i>Is cool under pressure; Does not become defensive or irritated when times are tough; Can be counted on to hold things together during tough times; Handles stress well; Is not knocked off balance by the unexpected; Doesn't show frustration when resisted or blocked; Is a settling influence in a crisis; Consistently behaves in a professional manner</i></p>	<p style="text-align: center;">DEALING WITH AMBIGUITY</p> <p><i>Effectively copes with change; Can shift gears comfortably; Can decide and act without having the total picture; Isn't upset when things are up in the air; Doesn't have to finish things before moving on; Can comfortably handle risk and uncertainty</i></p>

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.