DEPARTMENT:	Information Technology	**REPORTS TO:**	Director, IT Services
JOB CLASS:	Manager, Infrastructure Services	**PAY GRADE:**	39
EXEMPT STATUS:	Exempt	**DATE:**	06/21/2012

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

POSITION GENERAL SUMMARY:

The Manager, Infrastructure Services leads and provides subject matter expertise for the implementation, operation and support of enterprise technology services and related applications. The Manager, Infrastructure Services is charged with be responsible for all technology systems related used in the daily business of the organization; this may include systems such as telephones, voicemail, automated call direction, local and wide area networks, Internet services, technology security appliances, file, database and application servers and related business applications such as email, anti-virus, network security, monitoring and line of business software applications. The Manager, Infrastructure Services provides leadership in these areas and will provide direct consultative support to the Director, IT Services and manage designated IT vendor relationships.

ESSENTIAL POSITION FUNCTIONS:

- Provide leadership role in the implementation, operation and support of infrastructure services; including server, network and telephony devices and related applications
- Provide leadership for 2nd tier support for technology systems within the enterprise
- Lead recommendations for enhancing approaches for systems support services
- Develop and manage effective working relationships with other departments, groups and personnel within the organization and with vendors
- Analyze performance of technology systems and take action to correct deficiencies
- Participate in the development and implementation of processes that improve efficiency and enhance productivity
- Review workload and staffing requirements, make recommendations regarding employment, promotions, salary adjustments, and termination
- Direct staff and the activity of others during the testing, monitoring and installation of new systems and major system releases
- Perform employee counseling and work performance evaluations as required
- Provide a minimum of weekly status report update for current projects
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- 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.)

<u>MINIMUM REQUIREMENTS:</u>
Education/Licensure/Certification:
- Bachelor's Degree in Computer Science or Information Systems; or equivalent combination of education and relevant experience

Experience:
- Six years supporting enterprise-class technology systems
- Six years Microsoft operating systems experience
- Three years supervisory experience
- Six years implementation and support of business technology systems
- Demonstrable hands-on experience in technology systems support processes in multiple hardware and software environments
- Experience with set up, configuration, and support of specific technology systems including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS)
- Specific experience with set up and configuration of applications utilizing Internet Information Services (IIS) in a Windows Server environment

Knowledge, abilities and skills:
- Ability to work with and through people to establish goals, objectives, and action plans
- Thorough knowledge of technology solutions for the Internet; hand held devices; personal computers; and networks
- Ability to quickly learn business and manage end-user expectations and effectively manage time, resources, and deadlines
- Ability to drive quality into the company culture by contributing to internal initiatives
- Understanding of RDBMS concepts, preferred

<u>CORE COMPETENCIES FOR SUCCESS:</u>

COMMUNICATION SKILLS	INTERPERSONAL SKILLS
Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; 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	*Relates well with others; treats others with respect; Shares views in a tactful, considerate 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 in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations*
CUSTOMER FOCUS	FUNCTIONAL EXPERTISE
Prioritizes customers (internal and external) and their needs as primary; 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	*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; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively*

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS	CONFLICT MANAGEMENT
Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges	*Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"*
LISTENING	**MANAGING DIVERSITY**
Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees	*Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all*
DEVELOPING OTHERS	**TIMELY, QUALITY DECISION MAKING**
Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization	*Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time*
PROCESS MANAGEMENT	**TEAM BUILDING**
Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources	*Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility*
MANAGING & MEASURING WORK	**COMFORT AROUND HIGHER MANAGEMENT**
Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives	*Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive*
MANAGERIAL COURAGE	
Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly	

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.