

Director of IT Operations-

Description

The Senior Operations Manager position requires a combination of executive presence and interaction capability and the experience and attention to detail to direct and manage this large IT Operations environment. The Senior Operations Manager will partner with the Director of Global Infrastructure and Operations Support and the Chief Information Officer to manage overall IT day-to-day operations to improve infrastructure costs, performance and end-user satisfaction. This manager will have a high degree of visibility and major impact within the organization, and will need to be comfortable presenting the executive management, discussing trade-offs and investment options, and making prudent, holistic decisions as to the direction of IT Operations. The successful candidate for this position will have very significant operations experience in large (greater than 1,000 servers) IT environments, as well as a demonstrated ability to collaborate with other senior management to create and advance operational strategies.

The IT Operations department's goals are to: support other department and organization goals (be an effective enabler for other initiatives), ensure the infrastructure has the capability to support new technologies, and maintain consistent and high levels of performance and reliability. This position will play a key role by providing leadership in planning and managing computer operations and production support, systems and database administration and network operations.

Duties and Responsibilities

- Provide overall direction and guidance for operation and facility functions, establishing and championing the long-term vision and ensuring effective day to day execution of operations for this complex environment
 - Team of 45+ IT operations professionals
 - Over 1,000 servers and storage devices
 - Five data center locations
 - Network and communications infrastructure supporting 90,000 users of IT systems
- Provide leadership and mentoring, including hiring, firing, employee training, and career path management for the IT Operations team.
- Coordinate all projects and efforts with other work groups and ensure projects are completed on timely basis.
 - Approximately 5 major and 15 minor projects per year
 - Annual project budget of several million dollars.
- Develop an intimate understanding of the business issues, strategies and challenges as they relate to systems operations. This individual will work closely with other information technology managers to address these needs, as well as to anticipate the future needs of the business. Provide mature, thoughtful business insight into the pros and cons, analysis and decisions of IT Operations.

- Position the through the innovative use of information technology to handle the peak operation and quick response requirements of the business. A strong understanding of data center and IT infrastructures, such as electrical and cooling, networking, storage, server and security technologies, is desirable.
- Construct and administer programs and procedures to ensure standardization and reliability through the use of technology, as it relates to capacity planning and performance management.
- Ensure systems are employed for continuous service improvement including the implementation of systematic approaches necessary to avoid recurring problems. Improvements to IT Operations are expected through step-function project improvements as well as continuous daily improvement, including rigorous measurement and reporting of improvement results.
- Implement and improve ITIL service management processes such as Change Management, Configuration Management, Problem Management, Incident Management, etc. to provide defined, predictable, and measurable results to guarantee service level requirements are met.
- Establish and maintain strong working relationships with subordinates, peers, executives and customers.
- Work with the leadership team in establishing requirements and agreements that reflect the best interests of the
- Manage compliance of contracts and service levels for customers and vendors.
- Monitor, analyze and report performance metrics to IT senior leadership.

Qualifications

- Minimum 15 years of overall IT experience.
- Minimum 10 years in a leadership role, including demonstrated executive-level presentation and interaction skills.
- Minimum 5 years running IT Operations in a large (greater than 1,000 servers) computing environment.
- Significant experience managing Data Centers larger than 50,000 Sq. FT.
- Excellent written and verbal communication skills.
- Must be able to deliver in an environment of competing priorities and changing project scope.

- Good time management skills, i.e. the ability to take on and prioritize several major initiatives.
- Excellent interpersonal skills and a high level of professionalism.
- Confidence and poise. Ability to present, instruct and interact with personnel at all levels; upward to Church executives, sideways to peers, and downward to IT Operations staff.
- Experience with cost analysis, including budget preparation and management.
- Strong conflict resolution and problem solving skills.
- Strong understanding of and practical experience with the ITIL framework.
- Specific experience in establishing and managing against key performance metrics.
- Demonstrated ability to innovate and provide thought leadership necessary to advance capabilities and improve results.
- Presentation experience to technical and non-technical audiences.
- Bachelor's degree in Computer Science, Information Systems, IT, Business or other related field.