

Functional Job Description: IT Operations Manager

The IT Operations Manager will provide technical guidance and proactive direction to the teams that provide IT operations support that includes: network; disaster recovery; O365 platform; service desk management; hardware and software deployment, etc. The IT Operations Manager will be responsible for ensuring quality, efficiency and alignment with the needs and functions of all areas of the agency. The IT Operations Manager will direct the operations and maintenance of systems platforms to support MSDH's goals and mission. The IT Operations team's role is to ensure that existing agency systems are always fully functional, contributing to the productivity and efficiency of MSDH staff.

Examples of specific duties include:

- Day-to-day management of IT operations staff
- Day to day system administration of network, VPN, AD, system backups, etc.
- Management of IT Operations budget and projects
- Development and implementation of IT policies, operational standards, technical architecture, and procedures that impact day to day IT operations.
- Contract and vendor management
- Purchasing of hardware and software
- Recommending and implementing new systems and upgrades as appropriate
- Direct involvement to resolve escalated incidents or problems that impact services and agency operations
- Establishing SLA criteria for all IT functional areas ~~service desk teams~~
- Management of equipment deployment and support of desktop devices, printers, mobile devices, etc.
- Oversee MSDH's Change and Release Management Activities

Preferred special qualifications:

- Strong ITIL Knowledge and/or Certification
- M365 technical architecture and best practices
- Strong customer-oriented approach
- Experience in vendor management
- Experience in asset management
- Experience in service management
- Experience in executing on-prem to cloud initiatives
- Ability to work with IT Security, Privacy and Compliance to ensure all policies are enforced with technical controls whenever possible
- Experience working on a CSIRT team
- Experience implementing OCM, ITSec Remediations, IT Policy and other best practices at the IT Operational Level
- Ability to manage through organizational change

Salary Range: IT 12 - \$101,657.06- \$138,761.89

Location (s): Hinds County

Qualifications: Requires a Bachelor's Degree and 10-12+ years of IT experience in multiple functions and IT leadership roles.

How to Apply: Interested applicants should submit: 1.) MSPB website 2.) State of Mississippi Employment Application

<http://www.msdh.ms.gov>

www.mspb.ms.gov

The Mississippi State Department of Health/Hinds County