POSITION DESCRIPTION   **DIRECTOR, INFORMATION TECHNOLOGY SYSTEMS OPERATIONS**
Information Technology Services
Office of the Executive Director
Region Ten Community Services Board

CLASSIFICATION TITLE: Director, Information Technology Systems Operations

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position where the incumbent serves as the Region Ten Systems Operations Director. The System Operations Director is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and partners to work seamlessly within the software systems associated with Region.

This individual will assist project teams with technical issues in the Initiation and Planning phases of the standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.

The incumbent reports to the Region Ten Executive Director and receives general supervision. In carrying out position responsibilities, he/she performs in accordance with applicable professional ethics and established Region Ten policies. The incumbent is expected to demonstrate initiative, leadership ability, and consistent follow through and exercise sound judgment as well as maintain effective working relationships.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

    1. Engineering of solutions for various project and operational needs.

    2. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.

    3. Install and configure systems

    4. Develop and maintain installation and configuration procedures.

    5. Contribute to and maintain system standards.

    6. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage resources and provide economies of scale.

    7. Provide Staff reports to insure effective use of the EHR

    8. Comply with all state reporting requirements

    Operations and Support

    7. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

    8. Perform regular security monitoring to identify any possible intrusions.

    9. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.

    10. Perform regular file archival and purge as necessary.

    11. Create, change, and delete user accounts per request.

    12. Investigate and troubleshoot issues.

    13. Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Maintenance

14. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.

15. Upgrade and configure system software

16. Maintain operational, configuration, or other procedures.

17. Perform periodic performance reporting to support capacity planning.

18. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

19. Maintain data center environmental and monitoring equipment.

KNOWLEDGE/SKILLS:

1. Bachelor (4-year) degree, with a technical major, such as engineering or computer science.

2. Systems Administration/System Engineer certification in UNIX and Microsoft.

3. Four to six years system administration experience, or experience commensurate.

COMPLEXITY/PROBLEM SOLVING:

1. Position deals with a variety of problems and sometime has to decide which answer is best. The question/issues are typically clear and requires determination of which answer (from a few choices) is the best.

DISCRETION/LATITUDE/DECISION-MAKING:

1. Decisions normally have a noticeable effect department-wide and company-wide, and judgment errors can typically require one to two weeks to correct or reverse.

RESPONSIBILITY/OVERSIGHT –FINANCIAL & SUPERVISORY:

1. Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and possibly evaluating performance.

2. No budget responsibility.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

1. Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.

2. Provides occasional guidance, some of which is technical.
3. Tracks projects, timelines, deadlines and deliverables
4. Supervises Staff

   Maintains a relationship and oversees contracts with related technology vendors who provide service to support Region Ten infrastructure.
   Develops, implements and updates policies and procedures.
   Other job related duties as assigned by the Executive Director.

QUALIFICATIONS:
The incumbent needs to possess the following knowledge, skills and abilities:

Thorough knowledge of: the principles, practices and techniques of computer system analysis and design. Knowledge of systems integration. Knowledge of the operation, uses and capabilities, management and maintenance of computer equipment, including personal computers and servers and related hardware and software applications. Thorough knowledge of the operation and objectives of community service board programs.

Skills in: Formal training and work experience exemplifying KSA's; Bachelor's degree in Management Information Systems field preferred, and experience in system analysis, network administration and operations, database management, supervision of a professional technical team and project planning experience.

Abilities to: analyze statistical procedures relative to business methods and procedures and develop applicable automated information processing system, establish and maintain effective working relationships within users, ITS staff and management, prepare technical reports and manuals, excellent ability to communicate effectively orally and in writing, plan, supervise and evaluate the work of technical subordinates, establish working relationships with a diverse staff, bridge technology enhancements and resources and organizational impact, mirror system's applications to goals, objectives, and ongoing organization changes, effectively communicate to a wide range of computer users, provides solution-oriented assistance while maintaining appropriate integrity and confidentiality.

MANAGER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
                            500 Old Lynchburg Road
                            Charlottesville, VA 22903

POSITION ORGANIZATION CHART

<div align="center">

Executive Director

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Director, IT Systems Operations

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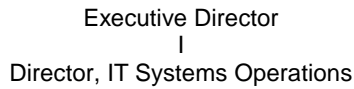
GRADE: 14

SCHEDULE: Monday through Friday, 8:30 a.m. to 5:00 p.m. Available after hours for emergencies.

Position Description Updated: August 2, 2019

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

_____   _____ _____
Signature   Name Printed   Date