

CONTACT: Rich.Barnier@BarnierGroup.com

JOB INDUSTRY: Transportation

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| Position Title: | Director – Infrastructure Operations | FLSA Classification: | Exempt |
| Department: | IT Operations & Technical Support | Location: | Cincinnati, OH |

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| Title of this Position's Supervisor: | Vice President, IT Operations & Technical Support |
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| Job Title(s) of Employees that Directly Report to this Position: | Windows Administrator, Windows/Linux Administrator, Senior Windows Administrator |
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| Job Purpose: | This is the primary management position responsible for operation of enterprise IT infrastructure and management of internal and outsourced data centers. |
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| Major Responsibilities: <i>List in order of importance</i> | 1) | Develops and implements enterprise infrastructure strategies, working with internal and external business partners and customers to meet the needs of all stakeholders. |
| | 2) | Manages the infrastructure operations technical staff and assures that the duties, responsibilities and authority of each subordinate are clearly defined and effectively communicated. Provides leadership, coaching and counseling in both technical and non-technical areas to operations team. Works effectively with stakeholders at all levels in technical and non-technical contexts to build and maintain effective working relationships. |
| | 3) | Manages the operation of enterprise IT infrastructure and data centers, including performance, availability, recoverability, root cause determination and problem resolution. Ensures operations follow ITIL practices and established processes. Defines, improves, reviews and manages operations processes and metrics. Serves as management gatekeeper for infrastructure configuration management and change management. |
| | 4) | Develops infrastructure operations budget and ensures that operations meet approved budget levels. |
| | 5) | Ensures that infrastructure and data center suppliers and internal resources meet business requirements. Ensure that implementations meet project budget and timelines. Works with Strategic Sourcing and IT Procurement resources to procure infrastructure services and facilities required by the company. |
| | 6) | Identifies strategic and operating opportunities to reduce IT infrastructure costs, attain or reduce budget levels, increase service levels, infrastructure reliability and operating efficiency. |
| | 7) | Develops and presents weekly, monthly, quarterly and annual IT operation service reviews to provide executive management with metrics that reflect operations costs, efficiency, availability and reliability. Develops and presents reports on all infrastructure outages documenting outage impact, duration, root cause, mitigation and preventative measures. |
| | 8) | Develops and implements improvements in all areas of infrastructure operations including operating processes, SLAs, configuration management, change management and root cause determination. |
| | 9) | Serves as a member of the IT leadership team. Collaborates with ITLT colleagues to deliver value-driven IT service to business stakeholders. Works closely with Network Directory, Engineering Manager, Architecture, Application and Governance groups to deliver projects and to ensure operational efficiency and reliability for IT infrastructure. |

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| Minimum Education & Certifications Required: | Bachelor's degree in business or computer science or equivalent experience; IT certification (ITIL, MCSE, CISSP, CCNA, CCIE, CCNP) or equivalent experience. |
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| Experience & Skills Required: | A minimum of 5 years experience managing multiple data centers in a mid to large size distributed (500-1000+ sites) environment. Experience with infrastructure supporting distributed enterprise applications and ecommerce applications. Experience with principal equipment vendors (e.g. HP, Dell, EMC, Cisco, F5, Juniper, Foundry), and software vendors (e.g. Microsoft, Oracle, Quest) and should include current infrastructure technologies (e.g., VPN, firewalls, multi-tiered application infrastructure, utility computing, utility SAN, switching, VLANs, QOS, load balancing, MPLS, VOIP). A minimum of 10 years experience in server or network engineering and/or infrastructure operations with enterprise data center responsibility required. |
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| Physical Requirements & Working Conditions (include amount of travel): | Normal office environment, travel up to 80%. |
| List any additional measures applicable to this position (Revenue, Headcount, # of buses; Budget \$ etc.): | Responsible for multiple data centers, combined IT operations spend in excess of \$10MM, technical staff of 10, multiple hardware and software vendors. |