

CONTACT: Rich.Barnier@BarnierGroup.com

JOB INDUSTRY: Transportation

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

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:	Sr. Network Engineer, Network Engineer, VOIP/PBX Engineer
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Job Purpose:	This is the primary management position responsible for operation, development and implementation of the enterprise network comprising over 1500 locations supporting approximately 10,000 users, 2 primary data centers and several critical nodes. This position, with the CIO, VP of IT Operations & Technical support and other business stakeholders defines the enterprise voice and data network strategy.
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Major Responsibilities: <i>List in order of importance</i>	1)	Develops and implements enterprise network strategies, working with internal and external business partners and customers to meet the needs of all stakeholders.
	2)	Manages the network 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 network 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 voice and data networks, including performance, availability, recoverability, root cause determination and problem resolution. Ensures network operations follow ITIL practices and established processes. Defines, improves, reviews and manages network operations processes and metrics. Serves as management gatekeeper for network configuration management and network change management.
	4)	Develops network operations budget and ensures that network operations meet approved budget levels.
	5)	Ensures that network suppliers and internal network resources meet business requirements. Ensure that implementations meet project budget and timelines. Works with Strategic Sourcing and IT Procurement resources to procure network services and facilities required by the company.
	6)	Identifies strategic and operating opportunities to reduce network costs, attain or reduce budget levels, increase service levels, network reliability and network operating efficiency.
	7)	Develops and presents weekly, monthly, quarterly and annual network operation service reviews to provide executive management with metrics that reflect operations costs, efficiency, availability and reliability. Develops and presents reports on all network outages documenting outage impact, duration, root cause, mitigation and preventative measures.
	8)	Develops and implements improvements in all areas of network 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 Architecture, Application and Governance groups to deliver projects and to ensure operational efficiency and reliability for network services and infrastructure.

Minimum Education & Certifications Required:	Bachelor's degree in business or computer science or equivalent experience; network and/or IT certification (CCNA, CCIE, CCNP, CISSP, ITIL, MCSE) or equivalent experience.
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Experience & Skills Required:	A minimum of 5 years experience managing mid to large size distributed (500-1000+ nodes) voice and data networks. Experience with networks supporting distributed enterprise applications and ecommerce applications. Experience with principal network equipment vendors (e.g. Cisco, F5, Juniper, Foundry), carriers (e.g. Verizon, AT&T, Sprint, Allstream) and should include current network technologies (e.g. , VPN, firewalls, switching, VLANs,QOS, load balancing, MPLS, VOIP). A minimum of 10 years experience in network engineering and/or network operations with voice and data 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 1,500 node network, multiple data centers, combined network spend in excess of \$10MM, technical staff of 10, multiple carrier and equipment vendors.