

CONTACT: Rich.Barnier@BarnierGroup.com

JOB INDUSTRY: TRANSPORTATION

Position Title:	IT Operations Manager	FLSA Classification:	Exempt
Department:	IT	Location:	Naperville, Illinois

Title of this Position's Supervisor:	Director, IT Operations & Technical Support
---	---

Job Title(s) of Employees that Directly Report to this Position:	Infrastructure Supervisor, Network Manager, Operations Engineer
---	---

Job Purpose:	This position is primarily responsible for internal data center operations, change control management, incident management, technical team leadership for system implementations.
---------------------	---

Major Responsibilities: <i>List in order of importance</i>	1)	Manage IT data center facility infrastructure including servers, network, power, air conditioning, fire suppression, access control and floor space.
	2)	Manage the execution of change control process within IT Operations
		Track and monitor production system and infrastructure status and manage monitoring, paging, and notification infrastructure.
	3)	Prepare and maintain purchase, receipt and invoice documents for hardware, software and services.
	4)	Manage the incident reporting process within IT Operations. Record, classify, and track incidents and resolution including recording of problems, outages and incidents in trouble ticket database, conduct incident review sessions with stakeholders & IT.
	5)	Serve as technical escalation point for technical resources in identifying and correcting root cause of systems, infrastructure and network problems.
	6)	Prepare weekly, monthly, quarterly change control reports to measure basic and extended metrics on changes implemented by system, environment and technician.
	8)	Responsible for disaster recovery test execution. Serves as the primary IT operations lead in the event of a disaster.
	9)	Communication of and adherence to Caring People Serving Communities (Who We Are and Where We Stand).

Minimum Education & Certifications Required:	Bachelors degree in Computer Science or related area, or equivalent job experience. MCSE certification. CCNA/CCNP/CCNA certification desirable.
---	---

Experience & Skills Required:	7 years experience in systems administrator and PC support operations roles. Prior experience in supervision of operations tasks and staff.
--	---

Physical Requirements & Working Conditions (include amount of travel):	Normal office environment. Occasional travel to branch, regional or other corporate locations (less than 20%).
---	--

List any additional measures applicable to this position (Revenue, Headcount, # of buses; Budget \$ etc.):	
---	--