



Position Title: IT Operations Manager

Reports To: Chief Information Officer (CIO)

Department: IT

Classification: Full-time, Salary Exempt, 12-months, Benefits Eligible

POSITION OVERVIEW

We seek a dedicated and proactive IT Operations Manager to oversee and manage our information technology infrastructure and services. This role reports to the Chief Information Officer and is crucial in ensuring the efficient and effective delivery of IT services to support the institution's operations and academic functions.

DUTIES AND RESPONSIBILITIES

- IT Infrastructure Management:
 - Manage and maintain the institution's IT infrastructure, including network systems, servers, telecommunications, and other technology assets
 - Ensure the availability, security, and scalability of IT systems to meet the institution's needs
- Systems Administration:
 - Administer and support servers, operating systems, and software applications, ensuring optimal performance and reliability
 - Monitor system performance and troubleshoot issues to minimize downtime and disruptions
- User Support and Help Desk Management:
 - Provide technical support and guidance to faculty, staff, and students on IT-related issues and inquiries
 - Manage the IT help desk function to ensure timely resolution of support tickets and excellent customer service
- IT Project Management:
 - Lead and coordinate IT projects, including system upgrades, installations, and migrations
 - Collaborate with stakeholders to define project requirements, timelines, and deliverables
- Security and Compliance:
 - Implement and enforce IT security policies and procedures to protect the institution's data and infrastructure
 - Ensure compliance with regulatory requirements and best practices in IT security
- Vendor Management:
 - Manage relationships with external vendors and service providers, ensuring service level agreements (SLAs) are met
 - Evaluate vendor proposals and negotiate contracts to optimize IT services and costs
- Budget Management:
 - Assist in developing and managing the IT department budget, ensuring expenditures are within budgetary constraints
 - Identify cost-saving opportunities and efficiencies in IT operations

MINIMUM QUALIFICATIONS

- Bachelor's degree in information technology, Computer Science, or related field (or equivalent experience)
- Proven experience in IT operations management, preferably in an educational or institutional setting
- Strong technical knowledge and hands-on experience with IT systems, networks, and infrastructure
- Excellent project management skills with the ability to prioritize and manage multiple projects simultaneously
- Effective communication skills with the ability to collaborate with diverse stakeholders
- Certifications such as CompTIA A+, Network+, Security+, or ITIL are a plus

WORKING CONDITIONS/PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, stand, use hands to handle, or feel to talk and to hear. The employee, frequently, is required to walk, reach with hands and arms to stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 20 lbs. Specific vision abilities required by this job include close vision.

Qualified applicants should submit the following information in one (1) pdf document via email to: jobs@loc.edu. Please put the job title in the subject line

- Cover Letter
- Resume
- Unofficial transcript of highest educational level completed (if applicable)
- 3 references including contact information

Incomplete applications will not be considered. The final candidate who is extended an offer must successfully complete reference and background checks.

LeMoyne-Owen College offers an attractive benefits package, including health, vision, and dental benefits. The College pays for Life Insurance, STD/LTD, and paid time off.

LeMoyne-Owen College is an AA/EEO employer and does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities.

No solicitation or phone calls