

IT Enterprise Infrastructure and Operations Manager

JOB TITLE: IT Enterprise Infrastructure and Operations Manager

FLSA STATUS: Exempt

GRADE: 42

DEPARTMENT: Technical Services

APPROVED DATE: 10/2018

REVISED DATE: 12/2018, 02/2022

Job Summary

The position is responsible for providing leadership and direction in the effective, efficient and secure delivery of all third-party and internally managed IT and cyber infrastructure used to support all business processes across the Library. The IT Enterprise Infrastructure and Operations Manager contributes to the development and execution of the enterprise-wide IT strategy, and ensures its alignment with the Library's business strategy and the delivery of capabilities required to achieve business success.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide strategic and operational direction and oversight for the design, development, operation and support of IT systems that fulfill the needs of the Library, including the full life cycle of technical architecture, telecom, cybersecurity, risk management, infrastructure engineering, and infrastructure operations and service support.
2. Maintain currency on new technologies and platforms, provide direction on what emerging technologies should be assimilated, integrated and introduced within Sno-Isle Libraries to ensure IT capabilities respond to the needs of the Library's business strategy, and drive the development of enterprise technology standards, governance processes and performance metrics to ensure IT Infrastructure & Operations (I&O) delivers value to the Library.
3. Provide leadership, supervision, coaching and direction to the I&O staff. This includes implementing leading-edge and innovative solutions for the recruitment, development and retention of the I&O workforce and working with HR and the IT management team to develop a "people strategy" that aligns with the Library.
4. Work with the IT Enterprise Systems Manager and Library staff to develop, enhance and maintain Disaster Recovery services including regular testing of the Sno-Isle IT Disaster Recovery Plan.
5. Work with the IT Manager to set the mission and vision of the IT department to foster a service-oriented culture and growth mindset driven by continual service improvement techniques and lead the development of infrastructure and operations strategy to ensure integration with IT and Library strategic priorities.
6. Work with the IT management team on the service portfolio and governance required to prioritize resources, and develop and monitor the annual budget and expenditures in alignment with Library strategic priorities. Direct the development of I&O sourcing strategies and provide oversight for strategic vendor and partner relationship management.
7. Act as a trusted advisor, and build and maintains relationships with other IT leaders and business executives to develop a clear understanding of Library needs; ensure cost-effective delivery of IT services to meet those needs, and respond with agility to changing Library priorities. Leverage influencing and negotiation skills across IT and the Library to enable cost-effective and innovative shared solutions in achievement of Library goals.

Additional Duties and Responsibilities

1. Establish and maintain effective relationships and networks with colleagues regionally and nationally.

2. Participate in rotating schedule of providing after hours technical support to library staff.
3. Train new staff as needed.
4. Attend meetings, trainings, conferences and workshops as assigned.
5. Deliver presentations to a variety of groups and officials.
6. Assist with special projects as required.
7. Perform other duties as assigned.

Supervision

This position reports to the IT Manager. The position directs the work of professionals and technicians who manage and support all third-party and internally managed IT and cyber infrastructure used to support all business processes across the Library including technical architecture, telecom, cybersecurity, risk management, infrastructure engineering, and infrastructure operations and service support. The position will also direct the work of the entire Information Technology staff in the absence of the IT Manager.

Knowledge, Skills, and Abilities

1. Exceptional leadership skills with the ability to develop and communicate an Infrastructure and Operations (I&O) vision that inspires and motivates staff and aligns to the IT and Library strategies.
2. Strong business acumen with excellent analytical, strategic conceptual thinking, strategic planning and execution skills.
3. Deep understanding of current and emerging I&O technologies and how other enterprises are employing them.
4. Demonstrated success in leveraging both traditional best practices, such as IT service management practices based on ITIL, as well as emerging methods like DevOps that are optimized for agility.
5. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
6. Ability to communicate effectively with diverse audiences.
7. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

8. Ability to instill confidence and demonstrate the value of IT with other Library staff together with effective influencing and negotiation skills in an environment where resources may not be in direct control of this role.
9. Ability to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are highly engaged and satisfied.
10. Strong vendor management and partner relation skills to identify and leverage resources internal and external to the enterprise to enhance capabilities that support business objectives.
11. Ability to drive organizational change and build infrastructure capabilities that effectively balance the need to continuously exploit capabilities to optimize operational efficiency with the need to deliver innovative and agile infrastructure and operational solutions to enable the Library to explore new opportunities.
12. Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to library staff, and business concepts to the I&O workforce.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Bachelor's degree in computer science or related field required.
2. At least 7 years experience working in IT with at least 3 years leading IT Teams required.
3. Experience in strategic planning, organizational design and staff development preferred.
4. Experience leading IT transformational initiatives in complex and dynamic environments preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent may occasionally lift and/or move objects or materials weighing up to 35 pounds and must be able to set up equipment used in training and demonstration.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.