



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Technical Operations Manager
Information Technology (IT)

OPEN: August 20, 2018

EXEMPT: Yes

SALARY: 10 (\$28.85-\$32.32)

SHIFT: Day

LOCATION: Tribal Administration

DURATION: Regular Full Time

CLOSES: August 31, 2018

JOB CODE:

DIVISION: Administration

DEPARTMENT: IT

SUPERVISOR: IT Director

VACANCIES: 1

JOB SUMMARY: Technical Operations Manager is responsible for providing management support to the Lummi Indian Business Council's IT technical staff that provide global, system-wide and data center services. Position is responsible to guide and carry to resolution issues related to both management and technical activities. Technical Operations Manager responsible to assist senior management in developing the LIBC's long and short-term technical business strategies, plans, proposals, project schedules and budgets. Technical Operations Manager is responsible to ensure that systems and services are well coordinated and that technical projects are completed within deadlines and budget. Position will be required to leverage strong problem-solving skills and innovative approaches to address both administrative and technical problems. Technical Operations Manager may supervise the IT department during specific times.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Plan, install, configure, test and support network, global and systems-wide operations used by LIBC departments or staff
2. Conduct assessments and improvements of network and technical operations
3. Responsible for the execution of network and operations technical activities and work to ensure efficiency and up-time.
4. Develop, implement and review all technical operating procedures and work practices, conduct risk assessment, and work to maximize productivity and minimize operational costs.
5. Prepare work specifications, project schedules, and produce all the relevant technical project documentation.
6. Responsible for training and assessment of technical operations staff, and for making sure that employees carrying out technical operations have the necessary equipment and support to complete projects on time.
7. Motivate technical operations staff to perform to a high standard, and have a good knowledge of all the relevant technological policies and procedures
8. Provide guidance and leadership to the technical operations staff ensuring that they are informed of and adhere to LIBC's operating procedures
9. Identify technical operations personnel training needs and ensures training is obtained
10. Evaluate technical operations personnel work performance and assessment reviews
11. Perform the duties of technical staff as needed
12. Prepare and submit project work plans and supporting quotes to supervisor for budget or expenditure purposes

13. Produce quarterly and annual personnel project reports for technical operations subdivision
14. Establish network and operational specifications by working with users, analyzing workflow and assessing security requirements
15. Plan, coordinate, and implement security measures to protect networks, data, software, and hardware.
16. Monitor and Analyze networks and operations for performance
17. Manage and perform network and operations related configurations, repairs, tuning, expansions and upgrades
18. Maintain network systems design and deployment mapping and documentation
19. Identify complex network, operational system problems, review logs and support documentation, implement solutions
20. Work with staff and vendors to resolve network and technical operation issues
21. Develop secure network and operations access, monitoring and control
22. Participate in, produce documentation for, and contribute to completion of network and technical operation audits
23. Protect networks and systems compliant with LIBC, HIPAA and CJIS standard policies
24. Maintain network and operations hardware and software subscription updates and renewals
25. Conduct sensitive and confidential network, systems, and operational forensics
26. Maintain and secure network perimeter systems and edge services
27. Update job knowledge by participating in educational opportunities, reading professional publications and participating in professional organizations
28. Explore opportunities to incorporate new technologies into existing networks and operations
29. Maintain network and operations disaster recovery and prevention equipment
30. Propose, submit and enforce network and operations policies and procedures
31. Responsible for day-to-day functional management of entire IT department when specifically appointed to do so; authorized duties include:
 - Timesheet and Timecard administrative submission; subordinate signatory
 - Paycheck and EFT deposit stub retrieval and departmental distribution
 - Processing emergency budget expenditures up to \$2000
32. Assume Interim-Director of Information Technology Rate-2 (R2) defined job duties of when Director is absent greater than two (2) full weeks

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- AA or AAS in a technical discipline
- Ten (10) years of experience in an information technology operations related role OR; Ten (10) years' progressive advancement within an information technology department such as;
 - 2 years' experience as Computer Support Technician I or equivalent position AND;
 - 2 years' experience as Computer Support Technician II or equivalent position AND;
 - 2 years' experience as Computer Support Technician III or equivalent position AND;
 - 4 years' experience as a Network, System or Database Administrator in an information technology department or equivalent position
- 3 years of experience working in tribal government or similar organizational setting
- 2 years of supervising IT employees; *preferred*
- Must possess a valid Washington State Driver's License and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Acquire and maintain LIBC security clearance enabling the ability to be dispatched and exposed to any LIBC department, entity, data, facility or conversation that deals with judicial administration, law enforcement, education, finance, et cetera.
- Knowledge of the following areas:
 - Current network and operation security technologies and standards
 - Current network and operating platforms
 - Current network and operating applications
 - Current network and operations services
 - Current virtualization, terminal server and storage technologies
- Possess consistent positive and professional attitude
- Possess strong customer service skills to meet or exceed customer service requirements
- Ability to function as a team player and manage technology related projects and personnel
- Possess excellent attention to detail
- Ability to communicate with business and technical team members via written and verbal skills
- Ability to lift up to 50 pounds
- Skill communicating to multiple levels of an organization, including internal and vendor
- Ability to be self-driven and resourceful to achieve goals independently as well as work well in groups
- Ability to be flexible and to adjust to changing requirements, schedule and priorities

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position has direct access to security sensitive data, facilities and possible contact with Indian Children and is therefore subject to an extensive Criminal Background Check and CAMIS Check
- Must have no convictions of moral turpitude or felony and not have been convicted during the past year of a misdemeanor.
- No criminal behavior, on or off duty.
- Must maintain strict confidentiality at all times.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <http://lnnr.lummi-nsn.gov/LummiWebsite/Website.php?PageID=376> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.