

**SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES****INFORMATION TECHNOLOGY OPERATIONS MANAGER****POSITION SUMMARY**

The IT Operations Manager provides strategic and tactical leadership for the division's day-to-day IT operations, infrastructure, and technical support services. This hands-on leadership role oversees team performance, drives operational efficiency, champions rigorous technical and management-level documentation processes, and ensures robust system reliability, backup integrity, and cybersecurity standards across all sites. Working closely with IT leadership, the manager aligns technological solutions with educational goals, evaluates software and hardware before deployment, and mitigates operational risks.

**RESPONSIBILITIES**

- **Security & Risk Mitigation:** Implement rigorous vulnerability management programs, regular patch management schedules, and proactive security measures, documenting compliance, risk assessments, and remediation steps.
- **Leadership & Team Management:** Direct day-to-day operations, supervise IT staff, conduct performance evaluations, provide ongoing coaching, and foster high standards of service delivery.
- **Documentation & Process Governance:** Establish and maintain comprehensive documentation standards across the department, ensuring all technical architectures, standard operating procedures (SOPs), disaster recovery plans, and management-level reporting are thoroughly detailed and continuously updated.
- **Operations & Service Delivery:** Monitor ticket resolution metrics, track project execution, coordinate hardware and software refreshes, and drive continuous operational improvements.

- Infrastructure & Systems Management: Oversee network infrastructure upgrades, server virtualization, disaster recovery frameworks, cloud integrations, and endpoint management backed by clear procedural documentation.
- Educational Technology & Field Support: Oversee the evaluation and testing of new software and hardware prior to school deployment; visit school sites regularly to ensure seamless alignment with educational needs and consistent documentation practices.
- Strategic Alignment: Partner with IT leadership to develop and execute department-wide technology roadmaps, policies, and long-term goals.

## **QUALIFICATIONS**

- Education: Post-secondary education in Information Technology, Computer Science, Systems Analysis, or a related technical field.
- Experience: Minimum of 5 years of related IT experience, with prior leadership or supervisory responsibility.
- Industry Context: Direct experience working within a K-12 school division or education environment is preferred.
- Credentials: Relevant industry certifications (e.g., Microsoft, networking, or security credentials) are considered an asset.

## **KNOWLEDGE AND TECHNICAL SKILLS**

- Cloud & Productivity Ecosystems: M365 administration, Google Workspace, hybrid cloud architectures, and cloud storage management (OneDrive, SharePoint).
- Virtualization & Data Protection: Server virtualization platforms (Hyper-V), backup solutions (Veeam), high availability, failover architectures, and comprehensive disaster recovery planning.
- Identity & Endpoint Management: Microsoft Entra ID, Active Directory, Group Policy Objects (GPO), automated account provisioning, and modern endpoint management tools.
- Network Infrastructure: Enterprise WAN and LAN routing, VLAN architecture, Wi-Fi deployment, and secure access controls (TLS, 802.1X, RADIUS).

- Documentation & Systems Management: Proven strength in creating, maintaining, and auditing technical documentation (network diagrams, KB articles, runbooks) and management-level documentation (project roadmaps, KPI dashboards, policies).