



## **OIR Career Opportunities**

**Date Posted: 09/02/15**

**Position Title: Enterprise Network and Security Operations Manager**

**Location: Data Center North**

**Department: Network Services**

**Hiring Manager: Vincent Walker**

**Closing Date for Posting: 09/11/15**

### **Job Overview Summary:**

The Enterprise Network and Security Operations Manager reports to the Director of Network Services for the Office for Information Resources (OIR) and is responsible for installing, upgrading and maintaining the State of Tennessee Local, Wide and Metropolitan area networks.

Customer support responsibilities for this position include responding to customer request for service and coordinating activities across functional areas. Administrative duties include scheduling employee shifts, planning for network changes, controlling the network environment and ensuring network devices comply with government regulations. Potential manager must be team oriented, customer focused and process driven. The Enterprise Network and Security Operations Manager may be required to work nights and weekends to help resolve Network outages or during periods of degraded performance.

### **Duties and Responsibilities:**

- Building the operational support team to drive the organization and cadence of IT Service Delivery based on best practices.
- Establishing, documenting and maintaining effective operational procedures.
- Leading cross functional delivery of service.
- Manage and coordinate staff across multiple teams supporting the Network Services Division
- Oversee systems support for customers in a 24x7 service organization.
- Provides technical leadership to internal and external personnel on highly complex systems installation, administration, and maintenance activities.
- Develop solutions and escalated support for non-routine, highly complex technical issues.
- Act as a lead customer issue resolution manager, taking ownership of all assigned tickets and maintaining high levels of customer satisfaction through pre- and post-implementation of technical/functional support to current and prospective customers.
- Evaluate products and upgrades for appropriateness of cost and compatibility and oversee and implement system upgrade strategies.

- Develop and analyze highly complex system standards, thresholds, and recommendations to maximize system performance.
- Conduct capacity planning reviews with management and approve capacity plans formulated by less experienced personnel.
- Assist in conducting monthly operations budget review to ensure billing accuracy.
- Develop and execute an Asset Life Cycle Management plan for network hardware and software.

**Minimum Qualifications:**

*Education and Experience:*

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and five years in Information Technology.

OR

**Substitution of Graduate Coursework for the Required Experience:** Any additional graduate coursework in information technology may substitute for the required experience on a year for year basis to a maximum substitution of two years.

OR

**Substitution of a Specific Associate's Degree for the Required Bachelor's Degree:** Graduates from an accredited college or university with an associate's degree in Information Technology may substitute for the required bachelor's degree.

OR

**Substitution of Experience for Education:** Professional-level experience in any one of the following areas may substitute for the specific associate's degree on a year-for-year basis to a maximum substitution of two years: maintenance of server or network operating systems or the ongoing operation and support of application software running in an enterprise environment

**Non-Substitutable Experience:** Two of the five years must include the exercise of managerial responsibilities.

- Must be able to receive a pass status from a Tennessee Bureau of Investigation background check.

*Special Qualifications:*

- ITIL Intermediate certification in Service Operation is desired, but not required.

**Only candidates who meet the minimum requirements for the position will be interviewed.  
Please submit resume to:**

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