



Cow Creek Government Office

IT Operations Manager

Job Code: 1678
Department: Information Systems
Location: Roseburg, OR.
Minimum Salary: \$104,748

POSITION PURPOSE:

The IT Operations Manager has a strong understanding of network infrastructure, systems, and daily operations of the Cow Creek Government Offices and related departments. The IT Operations Manager is responsible for assigning resources, low-level corrective actions (coaching, documented verbal, and written warnings) for the reporting team members, and purchasing items for operational needs. The IT Operations Manager also assists the IT Director with resource allocation to projects with IT involvement.

ESSENTIAL FUNCTIONS:

- Oversee and manage the CCGO Helpdesk, Network Administrator(s), and System Specialist(s). This excludes the Clinic IT Technician and Cybersecurity Specialist, who report directly to the IT Director.
- Responsible for daily operational workflows, needs, and assignment of team members to meet those needs.
- LAN / WAN support.
- Plan, implement, and ensure the maintenance of onsite Cow Creek server systems.
- Demonstrate a strong understanding of system ecosystems and ability to adapt to changing needs.
- Ensures upgrades, inventory, updates, and monitoring are being performed on CCGO and related departments' hardware and software.
- Troubleshoot and diagnose system and network failures as needed.
- Assign team members to deploy workstation equipment.
- Assist the IT Director with technical needs on new application planning and development.
- Ensure quality assurance of completed tasks and performance.
- Communicate technical information to non-technical personnel.
- Ensure routine preventative maintenance is being performed.
- Refer any software or hardware that has not been previously reviewed and approved to the IT Director and Cybersecurity Specialist with recommendations and business justification.
- Perform miscellaneous duties as needed or assigned.

QUALIFICATIONS:

- Bachelor of Science in Information Systems or equivalent experience required.
- 5+ years in Information Systems required.
- 3 years of supervising experience required.
- Advanced computer skills with extensive experience in software and hardware usage.
- Excellent organizational, verbal, and interpersonal relationship skills.
- Must be analytical and have mathematics skills.
- Current Oregon Driver's License with the ability to qualify for the Cow Creek GO Drivers Program.