



**DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement**

ANNOUNCEMENT NO: 20151027	POSITION: Information Technology Operations Manager
OPENING DATE: October 27, 2015	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday – Friday	STARTING RANGE: \$114,840 -- \$143,550 DOQ (Grade 11) (Career Service) Entire Range: \$114,840 -- \$177,428
LOCATION: 900 7 th Street, NW, 2 nd Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: One (1)	TYPE OF APPOINTMENT: Probationary to Regular
This position is NOT in a collective bargaining unit.	

***** Successful pre-employment criminal, financial, educational and certification background check required *****

ABOUT THE D.C. RETIREMENT BOARD: The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

POSITION SUMMARY:

The IT Operations Manager is responsible for the day-to-day functions of the Information Technology Department, including the infrastructure group, which includes data center management, network management, server and storage management, the support desk, the network and security operations center, problem and change management, and disaster recovery operations. This position requires that: (1) problems are identified and prioritized; (2) relevant availability, performance and event data from across the IT function is integrated and leveraged; (3) proper resources from across IT are assigned for root cause analysis; and (4) problem-management processes are communicated and adhered to across the IT organization. Additionally, the IT Operations Manager verifies that metrics supporting continuous improvement are applied and reported to the relevant areas.

PRIMARY RESPONSIBILITIES:

1. Coordinates and manages the monitoring of the DCRB IT production environment, identifying performance issues and improvements. Ensures quality of services provided to the agency, and that IT services are available for use by the agency
2. Improves processes and policies in support of organizational goals. Formulates and implements departmental and organizational policies and procedures to maximize output. Monitors adherence to policies, regulations and procedures.
3. Monitors, manages, and improves the efficiency of support services. Facilitates coordination and communication between support functions. Develops and/or communicates the problem management

process and its critical success factors. Champions importance of problem-management in reducing downtime, increasing business satisfaction, and reducing the IT resources spent on incident management.

4. Responsible for maintenance of systems documentation, including DCRB IT's operations, disaster recovery, architectural, and change management manuals.
5. Responsible for the overall management, procurement, installation, and life-cycle maintenance of IT hardware and software (includes PCs, peripherals, servers, networking equipment, operating systems and other software).
6. Ensures that problems in the environment are entered in the problem-management ticketing system in a timely manner, with accurate information.
7. Performs upfront, root cause analysis to understand the impact, severity, and risk of problems; identifies known work-arounds and errors; and assigns a ticket-priority.
8. Leverages relevant data from event correlation and analysis (ECA), performance-monitoring, and available management tools to proactively open trouble tickets based on IT infrastructure warning or critical alerts.
9. Ensures that the problem ticket-owner follows established processes, and helps manage the required resources from across the IT organization.
10. Provides expertise in troubleshooting, root cause analysis, and issue resolution.
11. Establishes regular communication with IT management and the agency regarding status of problem tickets, known errors, active resources, adherence to service-level agreements, and the benefits of managing issue-recurrence.
12. Leverages problem-management best practices and process frameworks (such as the ITIL), to drive continuous process improvement.
13. Develops, manages, measures, and reports on key service-level metrics, including average response time, mean time-to-repair, resources required per ticket, call avoidance, and end-user productivity.
14. Manages regular meetings with business and IT change management stakeholders to prioritize, review, and manage the change process.
15. Participates in problem-management technology evaluations and decisions, and manages day-to-day use of problem management tools.
16. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- In-depth knowledge of IT end-to-end problem management, encompassing availability management, event management, incident management and root cause analysis.
- Knowledge of problem management tools, including IT service desk tools, and best practices (required).
- Strong problem-solving and analytical skills.
- Proven ability to build and manage relationships effectively in a matrixed environment.
- Strong organizational skills; ability to manage multiple projects with competing demands for resources.
- Proficiency in process formulation, process improvement and communication to others.
- Familiarity with root cause analysis methodologies (such as Kepner-Tregoe, Ishikawa diagram, and RPR Problem Diagnosis) is helpful.

BEHAVIORAL COMPETENCIES:

- A focus on business satisfaction, with strong interpersonal skills and responsiveness.
- Ability to drive process improvement to continually improve service and reduce costs.
- Understands strategic business objectives and proposes relevant technical solutions and alternatives.
- Communicates with all levels of technical and management staff.

QUALIFICATIONS:

- Bachelor's degree in computer science, related field or equivalent experience.
- ITIL (v.2 or v.3) certification required.
- Five to 10 years of technology experience, including troubleshooting and performing root cause analysis of complex IT solutions.
- Two or more years of demonstrated leadership experience building consensus across IT domains (required).
- In-depth experience in incident, problem, change, availability and event management processes and tools.
- Strong working knowledge of IT operations and support organizations.

WORKING CONDITIONS:

- Normal office environment

COMPENSATION LEVEL: Grade 11

This job description indicates the general nature and level of work to be performed by an employee in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of an employee assigned to this job. The employee may be asked to perform other duties as assigned.

RANKING FACTORS: NONE**HOW TO APPLY:**

Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here:
<http://dcrb.dc.gov/service/working-dcrb>

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

