



**Louisiana's**  
Community & Technical Colleges  
*Changing Lives, Creating Futures*

## **Director of IT Operations**

The Louisiana Community and Technical College System (LCTCS) invites applications for the position of Director of IT Operations. This position is located in the Baton Rouge System Office and reports to the Chief Information Officer.

### **POSITION SUMMARY:**

At LCTCS, we focus on achieving great outcomes – with the commitment and care our customers want every step of the way. We are committed to helping our associates thrive, professionally and personally.

We are seeking an experienced, hands on IT leader to report directly to the CIO and to join our IT leadership team to provide operational and strategic direction to ensure the stability of our organizations IT infrastructure including server, storage and network administration, security, ITIL process management, client platforms, and telecommunications.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

#### Strategy and Planning

- Provides thought leadership in IT strategy, operations, cost-optimization, innovation and efficiency improvement.
- Develops long term vision of technologies and solutions. Collaborates with IT leadership in the planning and implementation of technology roadmaps. Assists the team in researching solutions, solicits input from outside industry experts and recommends solutions to meet business requirements.
- Negotiate with key stakeholders involving prioritization of projects and resources.
- Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
- Develop, implement and maintain policies, procedures, and associated training plans for operations administration, usage, and disaster recovery.

#### Acquisition & Deployment

- Oversee design and deployment of organization LANs, WANs, and wireless networks, including servers, routers, switches, UPSs, and other hardware.

- Oversee new and existing equipment, hardware, and software upgrades.
- Interact and negotiate with vendors, outsourcers, and contractors to secure computer operations products and services.

### Operational Management

- Provide detailed guidance to multi-functional teams through project planning and other large collaboration efforts. Fosters an environment of open communication and problem solving.
- Responsible for decisions and final recommendations, often affecting more than one business unit, or the entire organization.
- Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Monitor and test network performance and provide network performance statistics and reports.
- Participate in managing all network security solutions.
- Perform server and security audits, and system backups and recovery.

## **SKILLS AND POSITION REQUIREMENTS**

### Knowledge and Experience:

- Strong data center experience.
- In-depth knowledge of ITIL v3+ standards and practices.
- Information security best practices.
- Strong networking experience in WAN/LAN design, routing, switching, VoIP.
- Strong interpersonal skills to understand the networking needs and problems of users.

### Personal Attributes:

- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.

- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Education and Qualifications:

- Bachelor's degree in computer science related field and 8 years professional work experience in related field.
- Minimum of 2 years supervisory experience
- Cisco Certified Network Associate (CCNA) certification required, (Cisco Certified Network professional (CCNP) preferred).

Work Conditions:

- Ability to operate on a scheduled on-call basis.
- Sitting for extended periods of time.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Must be capable of driving to campuses within the state.

**Additional Requirements:**

A valid Louisiana Driver's License  
Proof of motor vehicle insurance

**In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.**

**Compensation:**

Compensation will be commensurate with education and work experience.

**Application Instructions:**

Applicants for this position should submit 1) a cover letter, 2) resume and 3) the names and contact information of three work-related references to:

Human Resources Generalist  
Louisiana Community and Technical College System  
265 S. Foster Drive  
Baton Rouge, LA 70806

or via email to [employment@lctcs.edu](mailto:employment@lctcs.edu)

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit [www.lctcs.edu](http://www.lctcs.edu). LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.