

UNIVERSITY OF CALIFORNIA, RIVERSIDE INVITES APPLICATIONS FOR THE POSITION OF OPERATIONS MANAGER

❖ About UC Riverside:

In the Heart of Inland Southern California, UC Riverside is located on nearly 1,200 acres near Box Springs Mountain in Southern California, the park-like campus provides convenient access to the vibrant and growing Inland region. The campus is a living laboratory for the exploration of issues critical to growing communities — air, water, energy, transportation, politics, the arts, history and culture. UCR gives every student the resources to explore, engage, imagine and excel.

At UC Riverside we celebrate diversity and are proud of our #4 ranking among the nation for most diverse universities (US News and World Report 2011). Become part of a place that fosters success for all its constituents, students, faculty, and staff, and where work/life balance and campus culture are integral to our way of life. UCR is ranked 41st among top public universities (US News and World Report 2011) and is an affirmative action and equal opportunity employer, with a commitment to workforce diversity.

❖ About FBO IT Services:

The FBO IT Services Department is committed to providing a range of services that support the activities of Finance and Business Operations. These services include IT and project management, systems analysis and design, application and web development, server and security administration, and desktop support. The projects, systems, and applications FBO IT manages range from department specific to campus wide. The department consists of 11 information technology and business professionals that support 9 divisions, 32 departments, and over 600 people.

❖ Essential Functions:

Under the general direction of the Director of Information Technology Services, the Operations Manager provides leadership, supervision, technical guidance, planning and oversight of Desktop, Server and Security operations, projects, and staff. The Manager is the primary contact and liaison to the FBO unit for all communications and operational functions. The incumbent is also responsible for the coordination and management of IT projects, and manages the department in the absence of the Director.

Key Responsibilities Include:

- Manage the day to day operations of the IT Services Department by:
 - Translating strategic goals into a tactical operating plan for the department
 - Administering the department staffing plan, including the recruitment, development, and performance management of assigned staff
 - Monitoring performance indicators to evaluate and measure employee and evaluate customer satisfaction
 - Conducting needs assessments to determine customer product and service needs
 - Ensuring staff are appropriately trained on the IT service delivery model and the technical aspects of their position
 - Clearly defining and communicating service targets to staff
 - Working in close liaison with FBO IT staff, Computing and Communications, and vendors to ensure stable operations
 - Providing reports and analysis to the Director on a regular basis as to the status and performance of the operations
 - Planning and implementing methods to ensure systems are operational, reliable, and secure
 - Developing and updating departmental operating procedures
 - Providing hands on technical support related to desktop and server environments as needed
- Support the development, implementation, and communication of short and long range strategic plans for FBO IT Services by:
 - Fostering teamwork and creating clear performance and customer service expectations
 - Providing advanced technical guidance to ensure IT staff are adequately trained on all systems and processes
 - Assisting with the development of the annual budget and operational plan
 - Contributing to the development of performance goals and objectives
 - Capitalizing on opportunities to continuously improve processes
- Facilitate the design, administration, and implementation of the IT project portfolio by:
 - Analyzing business processes, eliciting and documenting end-user requirements, and developing recommendations
 - Developing and updating project implementation plans, managing scope of work, monitoring milestones and project completion dates, and managing project teams and vendors
 - Leading testing and validation activities, to ensure upgrades and new systems meet requirements and have minimal impact on operations
 - Providing clear and timely communication to customers, project teams, vendors, and stakeholders

❖ Minimum Requirements:

Education and Experience: Bachelor's degree in a related field and five (5) years progressively responsible related IT experience including one (1) year supervising IT support staff and managing related projects, or an equivalent combination of education and experience

Knowledge and understanding of the technical principles, theories, security protocols and concepts in the IT field required to support areas of responsibility; and the principles of effective supervision, project management and customer service

Demonstrated skill and successful experience in the principles of effective supervision of operations and employees in a technology-based environment; supporting Windows and Linux servers, Active Directory, group policy, VMware and storage area network technology; supporting Microsoft SQL Server, Oracle, or an equivalent enterprise database platform; supporting Microsoft SharePoint or an equivalent content and collaboration platform; implementing and maintaining security on workstations and servers, firewall configurations, and managing user and group permissions; advanced experience installing, maintaining, and using desktop and server applications; and advanced skill troubleshooting software, hardware, and network related issues

Demonstrated ability to effectively and professionally communicate, both verbally and in writing, using tact and diplomacy; listen, anticipate and respond to customer needs to achieve excellent customer service; maintain constructive relationships with FBO Departments; utilize good judgment and take the initiative in all areas of work responsibilities; work independently and effectively to manage time, resources, fluctuating workload, and conflicting priorities to ensure assignments are completed within established time periods; provide an environment where staff are treated fairly; promote an environment of continuous improvement; research and develop desktop and server hardware specifications; stay current and informed in a constantly changing IT environment; and maintain media library for all software and licenses obtained within FBO departments

❖ Preferred Qualifications:

Knowledge of University of California and Finance and Business Operations business practices

❖ Conditions of Employment:

This is a **full-time, career** position. The standard work schedule is Monday - Friday, 8:00 a.m. to 5:00 p.m. Travel may be required. The budgeted annual starting salary range for this position is **\$67,446 - \$81,477**. This position requires possession of a valid California driver's license. All UCR employees are required, as a condition of employment, to successfully complete a background investigation through the U.S. Dept. of Justice.

❖ Benefits of Belonging:

We offer a comprehensive compensation and benefits package. For information about our generous *employee* benefits package, please visit our website At Your Service:

http://atyourservice.ucop.edu/employees/new_employee/orientation.html.

❖ Application Instructions:

To apply for this position, please click the HR JOBS link at the bottom of this page, if you are viewing this flier on the UCR Finance and Business Operations website. You may also apply for this position by visiting our website <http://jobs.ucr.edu> and selecting the browse jobs link. The Operations Manager position number is **201111302059**.

❖ Filing Date: Open until 01/18/2012