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IT Operations Supervisor

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for IT Operations Supervisor. This position, located in "Pensacola, FL".

Responsibilities:

Manage and oversee the quality of all IT Operation services and deliverables, providing training and development support to less experienced IT Operations Technicians. Provide daily supervision and direction to staff responsible for the operation and maintenance of a complex computing environment requiring extensive organization and coordination. Evaluate the organization's technology use and needs recommending improvements such as hardware and software upgrades. Confer with management staff, users, vendors, and technicians to assess requirements for new systems or modifications. Manage computer information resources, providing for data security and control, strategic computing, and disaster recovery of computer operations systems. Supervise and direct workers engaged in monitoring, problem solving, and installing data communication equipment and software. Coordinate, schedule and direct operation of computer systems, terminals, networks, LAN and other related equipment to ensure timely processing of data. Direct set up of equipment for use ensuring proper installation of cables, operating systems, or appropriate software; and oversee loading of peripheral equipment with selected materials for operating runs. Perform/schedule preventive maintenance for hardware and software such as equipment cleaning, cable/connection inspection, and configuration integrity. Administer and maintain the Active Template Library (ATL) Backup system; retrieve and store backup media in library; and mount/dismount magnetic tapes as required. Manage backup security and user help systems. Monitor systems for equipment failure or performance errors; respond to program error messages; conduct diagnostics to investigate and resolve problems; provide technical assistance and support; install and perform minor repairs to hardware, software, or peripheral equipment following design or installation specifications; and refer major hardware or software problems or defective products to vendors or technicians for service. Prepare and review operational and progress reports; and maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities. Maintain and update manuals and instructions; and maintain central files for all data center standard operating procedures. Develop training materials and procedures; coordinate training of support personnel in equipment security procedures (fire, hurricane, safety, and electrical power train users in the proper use of hardware or software. Possess high-level oral and written communications skills; effectively communicate with all levels of client management, contractor managers and client agency representatives; adept in generating and conducting briefings, presentations.

Specialized - Detailed knowledge of IT Operations policies, hardware and software engineering, ability to organize and manage a climate of shifting guidelines and requirements. Position requires extensive managerial skills.

QUALIFICATIONS:

- Must be U.S. Citizen
- SECRET clearance
- DOD 8570.01-M and SECNAV M-5239.2 Certifications
- Associate's level degree from an accredited college or university in a related curriculum or major field of study or equivalent directly related work experience. A minimum of at least 60 classroom hours of related technical instruction is required.
- Six (6) years within the past eight (8) calendar years of intensive and current, industry accepted experience in IT Operation performing system analysis in a broad-based IT setting with contemporary hardware/software/languages.
- This is a Task Leader position, and requires twelve (12) months experience in supervision of activities.