

# Director of IT Operations

## SUMMARY:

We are looking for a Director of IT Operations who is a hands-on manager with a strong technical background in Systems Engineering and Systems Administration. They will manage an IT team that designs, implements, develops, troubleshoots, and provides performance optimization for our infrastructure. He or she must develop a thorough understanding of the company's business operations as well as a broad knowledge of available technologies. The Director of IT Operations must be comfortable managing a team of 10 in a fast paced and flexible environment while being strategic and hands-on with the development and support of internal technologies.

## ESSENTIAL DUTIES/RESPONSIBILITIES:

- Manage existing IT team including scheduling, supervision, professional development, disciplinary actions, mentoring and employee performance reviews.
- Ability to be hands-on when needed and perform tasks that will ensure the success of the IT team and the company.
- Design, implementation and support of over 100 servers in Los Angeles data center, to include HP Blade servers, leveraging virtual connect technology.
- SAN storage management, to include design, implementation, administration, troubleshooting and performance optimization
- Maintain firewall, intrusion prevention, routing and switching devices
- Hands-on daily maintenance of all servers performing proactive tasks to ensure 100% uptime
- Implement processes, tools, and procedures for data center server management
- Manage vendor relationships to create reliable integrations and systems for information exchange
- Oversee negotiation and administration of all consultant engagements, vendor contracts and service agreements. Monitor and track all aspects of performance from vendors.

## SKILLS/QUALIFICATIONS:

- 5+ years experience in a Manager, Director or above role
- 5+ years of experience as Systems Administrator and/or Systems Engineer
- 3 to 5+ years experience managing and supporting complex Fiber Channel SAN environments, EMC, HP, NetApp and Compellent. Brocade and/or Cisco MDS experience desired.
- Extensive design and administration of VMWare ESX in a business critical production environment
- Expert level systems administration of Windows 2003, Red Hat Linux would be a strong plus
- Enterprise level e-mail server management, (Linux post fix & Exchange 2003/2007)
- Demonstrated experience implementing and supporting enterprise class system monitoring tools in a 24/7 global mission critical environment.
- Experience analyzing and diagnosing application performance and latency problems from web tier to backend database tier.
- Solid network and systems troubleshooting with root cause analysis experience required, including experience with internet security, encryption and TCP/IP.
- Experience managing and supporting multi-tiered HA/Clustered applications and databases, including clustered SQL and VMWare.
- Cisco certifications and strong background in networking (routers, switches, firewalls and load balancers helpful)
- Solid understanding of programming
- Must be a team player with excellent oral and written communication skills

**EDUCATION/EXPERIENCE:**

Bachelor's degree in Computer Science or Engineering preferred or equivalent work experience.