



Job Title: IT Operations Manager

This position reports to: Vice President of Operations

Location: Remote

Job Summary

The IT Operations Manager is a hands-on position responsible for the technical design, planning, implementation, maintenance, and disaster recovery of all mission-critical enterprise systems. The Manager is directly engaged in hands-on technical and operational tasks, blending leadership with active involvement in day-to-day IT functions. This position serves as a technical expert in the administration of complex IT systems and is tasked with recommending redesign and configuration strategies for operating systems and applications to optimize efficiency and effectiveness. The Manager will manage, mentor, and supervise IT staff, oversee all system integrations, and ensure IT initiatives align with MHP Salud's Strategic Plan, mission, and key organizational priorities. This role also includes managing vendor relationships, driving innovation in IT, and upholding strict data security standards. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

Key Duties & Responsibilities

- Develops departmental goals in collaboration with IT staff and aligns with the organization's Strategic Plan, current metrics, and industry trends.
- Leads the implementation of key strategic IT initiatives and ensures departmental alignment with organizational goals, annual budgets, marketing plans, and leadership priorities.
- Keeps the Vice President of Operations (VPO) and senior leadership informed of significant IT issues requiring broader organizational solutions.
- Contributes to the development of the organizational technology roadmap, policies, and standardized procedures to foster growth and efficiency.
- Oversees the design, deployment, implementation, and administration of all Microsoft 365 and Azure infrastructure components, maintaining system integrity and functionality.
- Establishes and maintains smooth operation of all IT systems (operating systems, software, and hardware), upgrading systems and applications as necessary.
- Manages, monitors, and evaluates IT vendors and suppliers, including contract negotiation, deliverables oversight, and conflict resolution.
- Leads technical project support for major deployments, coordinating needs assessments, technical option evaluations, implementation, and integration processes.
- Provides project management and leadership on IT initiatives, delivering high-quality services to MHP Salud staff and ensuring that project goals are met within scope, timeline, and budget constraints.



- Produces comprehensive project reports, including quality assurance, ROI assessments, and project outcome documentation.
- Plans and executes required maintenance on systems and devices to ensure a stable, reliable, and optimized IT environment.
- Develops and manages performance monitoring systems to proactively identify and resolve issues, managing alerts and escalations to maintain system health.
- Provides end-user IT support as needed, troubleshooting issues and ensuring prompt resolution.
- Develops, implements, and manages a comprehensive disaster recovery plan, ensuring maximum uptime and resilience of all IT systems.
- Leads the implementation of data security measures to protect sensitive organizational information, including compliance with current state, federal, and funder regulations.
- Identifies potential risks in data management and implements risk mitigation strategies, with a strong emphasis on data security and organizational policies.
- Ensures all IT policies and procedures comply with current legal and regulatory standards and reflect best practices.
- Oversees documentation of system configurations, protocols, and security measures to ensure continuity and compliance with established procedures.
- Produces data analysis findings in organizational reports, including project closure summaries, quality assurance evaluations, ROI assessments, and project outcomes.
- Manages IT staff, including hiring, training, mentoring, and performance evaluation.
- Establishes roles, expectations, and developmental opportunities for team members, fostering a collaborative and high-performance IT department.

Competencies

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **ATTENTION TO DETAIL** – Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job; accurately checks processes and tasks; is watchful over a period of time.
- **DECISION MAKING** – Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.
- **EMBRACES CHANGE** – Actively identifies problems and opportunities for change and implements solutions where appropriate. Maintains effectiveness when experiencing major changes in work tasks or the work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.



- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one’s work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **COMMUNICATION SKILLS** – Proactively communicates; informs others of what they need to know. Utilizes oral and written communication to enhance relationships across the organization. Capably articulates thoughts and ideas in speaking and listens carefully to others.

Company Values

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** —Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

Minimum Qualifications

- Bachelor’s degree in Information Technology, Computer Science, or related field required.
- Minimum of 8 years of experience in IT systems management, including leadership and project management roles.
- At least 4 years managing and supporting Microsoft 365 environments, including Intune Endpoint Manager, Microsoft Defender, and Entra ID.
- 5+ years of experience in diagnosing and resolving hardware and software issues, implementing system enhancements, and effectively communicating solutions to end-users and leadership.
- Must pass a background screen, including local, state, and federal law check, employment reference check, DMV check, and criminal records check.

Preferred Qualifications

- Master’s degree in Information Technology or related field.
- Reads and writes in Spanish and English.
- Bicultural experience and sensitivity to the populations served is preferred.

Skills/Knowledge/Abilities

- Excellent writing and verbal communication skills.
- Ability to effectively lead, organize, and direct the work of others.



- Experience managing mobile devices (Android and iOS) using MDM tools, including policy implementation, configuration, and security.
- Proven experience in end-to-end Project Management, with a focus on detailed planning, problem-solving, and communication.
- Proficiency with remote support tools such as Splashtop, LogMeIn, or TeamViewer.
- Ability to train and mentor end-users and IT staff effectively.
- Ability to relate to a wide variety of people and to observe, listen, motivate, and provide leadership.
- Ability to handle multiple concurrent activities, work under pressure, and prioritize work effectively to meet deadlines.
- Excellent organization and time management skills.
- Computer literacy with proficiency in spreadsheet, database, presentation, and Word processing software.
- Reliable transportation, valid driver’s license, and insurance required on a vehicle used for work purposes (employee must be listed on insurance).

Job Class:	Senior Management
Position Status:	Exempt

Physical Demands

While performing the duties of this role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company’s discretion, formally or informally, either verbally or in writing.



Acknowledgment

I have read and understand this job description and certify that I am qualified to perform this job, with or without reasonable accommodation.

Click or tap here to enter text.

Name (Print)

Employee Signature and Date

Click or tap here to enter text.

Supervisor's Name (Print)

Supervisor's Signature and Date