



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

IT Operations Consultant

The Louisiana Community and Technical College System (LCTCS) invites applications for the position of **IT Operations Consultant**. This is a temporary, full-time position.

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 organization's IT infrastructure including server, storage and network administration, security, ITIL process management, client platforms, and telecommunications.

Duties and Responsibilities:

IT Operational Review and Management

- Will observe, evaluate and monitor all IT functions and activities, paying particular attention to the following areas:
 - Meet with and interview staff members to review and analyze individual skills, strengths, and opportunities for development.
 - Analyze staff job descriptions and tasks, responsibilities and performance.
 - Review existing performance management (i.e. goal setting, performance review, accountability) processes.
- Assess IT organizational structure to ensure proper alignment to serve business unit needs and strategies.
- Review existing functional areas and identify opportunities for improvement.

- Oversee IT management team in an Interim capacity.
- Review existing infrastructure with department managers (catalog with description and criticality rating).
- Develop a forward-looking IT wish list for systems and infrastructure modernization.
- Participate in all IT management meetings.

Strategy and Planning

- Provides thought leadership in IT strategy, operations, cost-optimization, innovation and efficiency improvement.
- Develops short-term vision of technologies and solutions. Collaborates with IT leadership in the planning and implementation of technology roadmaps. Assist 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.
- Develop, implement and maintain policies, procedures, and associated training plans for operations administration, usage, and disaster recovery.

Skills and Position Requirements:

Knowledge and Experience

- 10 years senior level IT management experience.
- Demonstrable IT operations expertise.
- Strong interpersonal skills to understand the IT needs and problems of users.

Personal Attributes

- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into issues and products as required.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.

Education and Qualifications

- Bachelor's degree in computer science related field
- 10 years professional work experience in senior IT positions.

Work Conditions

- Sitting for extended periods of time.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Must possess a valid Louisiana driver's license and be capable of driving to campuses within the state.

Additional Requirements:

- Proof of Education
- 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:

Depends on Qualifications

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

or via email to 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. LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.

Louisiana Community and Technical College System is committed to diversity and is an equal opportunity / equal access employer.