**Program:** AISS

**Position Title:** Operations Manager

**Location:** Scott AFB

**Position Description:** The Operations Manager will be the Operations Lead responsible for providing Systems Administration, Database Administration, and Help Desk Tier III support services across all AISS IT environments. This team will monitor the systems and provide proactive incident management, problem management and performance management.

Work includes monitoring the systems, overseeing the support staff, directly assisting AISS enclave supervisors, and configuring all systems and database components involved with the AISS FoS software applications. Requires experience in information systems development, functional and data requirements analysis, programming, script development, IT automation, and documentation preparation. Must demonstrate experience in the operations and maintenance of AISS FoS IT infrastructure and software applications; configuration and setup; security updates, patching, STIGS, and IAVAs; DISA - Assured Compliance Assessment Solution (ACAS) security assessment, system and application monitoring, troubleshooting, performance tuning and management; backup and recovery; and implementation of the Continuity of Operations Plans (COOPs). Must demonstrate the ability to work independently or under only general direction.

**Key Duties and Responsibilities:**

The Operations Manager will perform the following activities:

* Leads a specialized area of Systems Administration, Database Administration, and Help Desk support services for the AISS IT infrastructure and FoS software applications.
* Frequently interacts with supervisors and/or functional group managers. May interact with senior management.
* Demonstrated leadership and people management skills.
* Strong communication skills, analytical skills, thorough understanding of vendor technical stacks and products.
* Assists in establishing standards for information systems procedures.
* Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

**Qualifications and Experience:** Mandatory requirements for this position include:

* **Ph.D.**
* 6 years of experience, 5 of which must be specialized

or

* **Master in Science**
* 8 years of experience, 6 of which must be specialized.

or

* **Bachelor in Science**
* 10 years of experience, 8 of which must be specialized.

**Certifications**

• ITIL v3 Foundation Certification

* IAT Certification Level II (GSEC, Security +, or SSCP)
* Red Hat Certified System Administrator and VMware Certified Professional are highly desirable.
* Oracle Certified Professional (OCP) and Microsoft Certified Professional (MCP) certifications are highly desirable.

**Security Clearance**

• US Citizenship, Secret clearance minimum.