TECHNICAL OPERATIONS LEAD

Position Status:	Exempt
Reports To:	Technology Services Director
Effective Date:	03/17/17
Revised Date:	08/17/20
Job Level:	P4

POSITION SUMMARY

Under general direction, this position:
1. Manages, leads and coordinates technical infrastructure work that relates to cross functional reporting and software environment needs in the Information Technology Services (ITS) Division
2. Coordinates and supports regular ongoing ITS operational work
3. Performs multiple high-level technical administrative functions in support of the Technology Services Director and ITS Division
4. Performs other duties as assigned

RESPONSIBILITIES

1. Manages, leads and conducts technical infrastructure activities that relate to cross functional technical environment needs in Information Technology Services (ITS) Division, with duties including but not limited to:
   - Working with technical staff and other relevant stakeholders to ensure successful technical environment availability that meets the desired outcomes are achieved through effective planning, development, implementation, testing, maintenance and evaluation using Alliance standard and industry best practice processes
   - Managing multiple, simultaneous technical environment requests , providing testing, and production environment applying detailed coordination expertise and ensuring accurate status tracking, document management and organization of all associated materials and reports
   - Scheduling related activities including participating or leading in IT technical environment meetings, creating agendas, recording activity and distributing relevant material or action items following the meeting
   - Implementing tools to measure and track desired goals and outcomes
   - Communicating accurate and timely information to relevant stakeholders
   - Developing and managing work plans, ensuring that scope and schedule are managed to have minimal impact on the user community
   - Scheduling and assigning tasks, collaborating to ensure timely completion
   - Performing risk mitigation activities through identification, resolution and communication with relevant stakeholders, ensuring that all potential impacts are thoroughly understood
   - Mapping and updating work flows and processes for multiple systems
   - Maintaining an accurate schedule of system/product/hardware upgrades and updates, tracking and communicating impact and mitigating potential risk and collaborating with external vendors as needed
   - Participating and performing some technical work activities such as coordinating technical system environments for use by Release Management team and other stakeholders, tracking,

assigning and completing tasks through Team Foundation Server (TFS) and/or other tools, and performing work related to the systems environment configuration and refresh, user permissions and access levels

2. Coordinates and supports regular ongoing ITS operational work, with duties including but not limited to:
   - Managing and tracking regular, re-occurring work
   - Participating in planning of the Technology department and/or ITS Division operational initiatives and maintaining accurate records and tracking for Technical operations works and the ITS operational road map
   - Acting as the main technical environment administrative contact and performing related support to stakeholders for assigned work;
   - Coordinating and compiling reports of high quality in a timely manner
   - Coordinating/collaborating with appropriate Alliance staff to ensure requests and meeting materials are submitted timely and complete

3. Performs multiple high-level technical and administrative functions in support of the Technology Director and ITS Division, with duties including but not limited to:
   - Documenting and tracking all of the Business Continuity and Disaster Recovery Planning (BCDRP) work related to IT infrastructure, ensuring that relevant changes are updated and incorporated and that changes are communicated to relevant stakeholders
   - Identifying, researching, gathering, interpreting and documenting relevant technical, business and health care information
   - Preparing reports and creating presentation materials using Microsoft Office applications
   - Creating and updating MS Excel spreadsheets, building and maintaining files and databases, establishing and maintaining effective record keeping systems

4. Performs other duties, as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in business or a closely related field and a minimum of eight years of experience in infrastructure-related coordination and planning, preferably in Health Plan technology; (or a Master's degree and six years of relevant experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of and proficiency in the use of Windows based PC system and a range of software applications, including Microsoft Word, Excel, Outlook, PowerPoint, Visio, TFS and Adobe Acrobat Professional
- Working knowledge of and proficiency in research, analysis and reporting methods
- Working knowledge and proficiency with current office procedures and familiarity with standard office business practices and general administrative procedures
- Knowledge of basic IT concepts and technology
- Ability to produce detail oriented work using strong analytical abilities
- Ability to work with internal web portals (Intranets) for document management, searching, sharing and collaboration

- Ability to ensure high service quality
- Ability to define issues, interpret data and define options
- Ability to create forms and letters, compile reports and various information regarding business operations, administration and other efforts, as required
- Ability to effectively prioritize multiple tasks and deadlines, with flexibility and capacity to identify and administer competing operational priorities in a changing environment with creativity and resourcefulness
- Ability to edit documents and standardize procedures; maintain and produce accurate records and systems
- Ability to independently undertake assignments with minimal supervision
- Ability to maintain a professional appearance, pleasant and friendly manner
- Ability to exercise promptness, dependability and attention to detail
- Ability to work effectively in a team environment with technical and non-technical staff
- Ability to interact diplomatically with a wide variety of people
- Ability to interpret policies, standards and guidelines

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different places of business for meetings

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.