



CAREER OPPORTUNITY

# Infrastructure & Operations Manager

Digital, Strategy, & Technology Department

COUNTY OF EL PASO, COLORADO ANNUAL SALARY: \$137,100–\$171,340

**CALLING ALL INNOVATORS, VISIONARIES, AND TRANSFORMATIONAL THINKERS!** The County of El Paso, Colorado, is seeking an Infrastructure & Operations Manager to lead in the delivery of its IT Infrastructure and Operations (I&O) to enable business capabilities and services across the County. As a key member of the senior Digital, Strategy, and Technology (DST) Department's leadership team, you will contribute to the development and execution of the enterprise-wide DST strategy and be responsible for ensuring I&O strategy is fully aligned, positioning I&O to deliver compelling business value. While overseeing approximately 32 staff, 4 direct reports, and a capital budget of approximately \$2M, you will also champion the department mission, vision, and strategy to maximize success. The ideal candidate will build successful relationships with stakeholders and business leaders, align department goals with the County's vision, and support a team to achieve optimal results. Apply today for an exciting opportunity to work with a diverse and highly engaged team and bring the County to the forefront of a rapidly changing technology landscape.





# Live, Work, & Play Among the Mountains

**N**AMED “*AMERICA’S DESTINATION*,” El Paso County, Colorado, has something for everyone! With over 750,000 citizens, El Paso County has a growing cultural scene, allowing residents to immerse themselves in the perspectives of others. Top industries in the County include financial services, tourism, military, manufacturing, outdoor recreation, technology & information, and health & wellness. Whether you are looking for art, culture, or recreation, there is plenty to do in this diverse metropolitan area. The County is made up of eight municipalities, including Colorado Springs, and has exciting downtown areas, family-friendly suburbs, and vast rural expanses. U.S. News ranks the City of Colorado Springs as one of the top places to live with its mild weather, Olympic training centers, and small-town feel. When you’re downtown, grab a bite to eat at one of the City’s world-class restaurants or check out some of the charming local shops. In addition to having a great culture and being a wonderful place to raise a family, the scenic views of the Rocky Mountains are truly breathtaking. You can clearly see the world-famous Pikes Peak—the highest summit of the southern front range of the Rocky Mountains—throughout the County. Residents and visitors alike are within a short distance of mountains, plains, and forests, allowing for activities like mountain biking, hiking, kayaking, and birding.



# El Paso County's Administration

**T**HE COUNTY STRIVES TO SOLVE complex problems and protect the most vulnerable to make El Paso County a welcoming place for everyone. The County is made up of a diverse and dedicated workforce of approximately 2,900 employees who work across 21 departments and elected offices. El Paso County is a regional leader providing valued and necessary community services in the most cost-effective manner. El Paso County is recognized as a national model and proven leader in providing excellent citizen services.

## COUNTY VALUES



SERVICE FOCUSED



ACCOUNTABLE



TRANSPARENT



COLLABORATIVE



TRUSTWORTHY

We strive to reflect our community's values and traditions when serving our citizens and guests, embrace partnerships and innovation to develop a sustainable and vibrant regional economy, deliver efficient, transparent, and effective services, seek to do the right thing, thrive when facing changing circumstances, and like cowboys of the old west, we ride for the brand and protect it like it was our own.

**>> SEE WHAT WE STAND FOR <<**

# The Department/ The Job

**T**HE DIGITAL STRATEGY & TECHNOLOGY DEPARTMENT (DST) delivers technology solutions that power El Paso County. DST has long-term stability and growth, an exciting and fast-paced work environment, and a culture that promotes leadership and technical growth and work/life balance through its hybrid work environment. DST does a great job of developing others to promote within but also welcomes fresh talent! With 82 staff and an approximate budget of \$16 million, DST works to mature technology infrastructure and operations while also leading digital government transformations. DST strives to be efficient, reliable, resilient, data-informed, and convenient for all its customers. Some of the Department's core goals are to meet the demand of remote work, mitigate information security threats, and adapt to rising costs of delivering technology services.

The Infrastructure and Operations (I&O) Manager is a member of the DST's senior leadership team. The Manager will introduce innovative ideas, enhance overall competitive capabilities, and improve employee productivity. They will contribute to the development and execution of the enterprise-wide technology strategy and deliver compelling business value. As a people manager, they will lead and mentor a department team. This Manager will have the opportunity to make a significant impact and contribute to the betterment of the County's operations. This individual will be responsible for overseeing the maintenance and development of the County's infrastructure and operations, which includes network communications infrastructure, including the County's fiber network, two enterprise data centers, storage, compute, backup and recovery, service desk, and IT service management practices. The primary focus of infrastructure and operations is to deliver reliable and resilient services efficiently.

**>> LEARN MORE ABOUT JOINING DST <<**

# The Ideal Candidate

**THE IDEAL CANDIDATE** will expertly manage a hybrid infrastructure environment enabling business capabilities and services across the County. This candidate will be a collaborative business partner who contributes to the development and execution of the enterprise-wide technology strategy. This Manager will be a transformational thinker and leader, bring creative ideas and solutions, and effectively work in a team environment. They will remain at the forefront of the rapid pace of changing technology and champion mature, reliable, resilient, and efficient infrastructure and operations as a critical foundation for the Department's innovation efforts.



## The ideal candidate will also possess a:

- ▶ Deep understanding of current and emerging I&O technology and practices and ways other enterprises are employing them.
- ▶ Expertise in establishing and improving infrastructure and operations maturity in processes, people, technology, and business practices.
- ▶ Demonstrated ability to develop and execute staffing plans to ensure the right people are in the right roles at the right time, well-equipped to perform their functions, and are highly engaged. Ability to develop staff including coaching, mentoring, and perform and management.
- ▶ Track record of building and maintaining successful stakeholder relationships based upon a clear understanding of business needs, acting as a trusted advisor, and ensuring reliable, resilient, and cost-effective delivery of technology services to meet those needs.

## The successful candidate should also have some or all of the following skills and/or experience with/in:

- ▶ Demonstrated experience in leading IT transformational initiatives in complex, dynamic environments.
- ▶ Exceptional leadership skills with the ability to develop and communicate a vision that inspires and motivates staff.
- ▶ Ability to build consensus, making decisions based on variables, and gain support for major initiatives.
- ▶ Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units.
- ▶ Expertise in budget planning and financial management, preferably with show-back and/or chargeback models.
- ▶ Experience in leading cloud adoption, including establishing governance mechanisms, delivering migration projects, and modifying I&O's operating model.
- ▶ Strong vendor management skills, including contract management and negotiations.

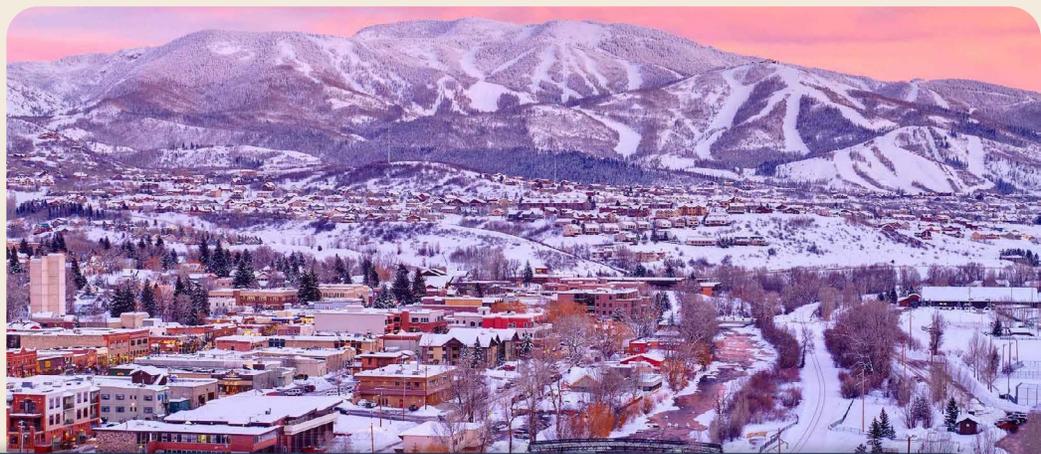
# Employment Standards

## BACKGROUND & EDUCATION

- ▶ Bachelor's degree in computer science, information systems, business administration or a related field
- ▶ Minimum seven years of experience in technology or related business/industry
- ▶ Minimum of three years of leadership experience, including strategy, budgeting and staffing.
- ▶ Possession of a valid Colorado driver's license

### Desired

- ▶ ITIL v4 Foundations Certification strongly preferred.
- ▶ Criminal Justice Information System (CJIS) certification or have the ability to successfully obtain within ninety (90) days of employment.



## UPCOMING PROJECTS, CHALLENGES & OPPORTUNITIES

- ▶ **Implementation** of state-of-the-art data protection and backup and recovery capabilities
- ▶ **Modernization** of network communications and switching
- ▶ **Furthering** the maturity of IT service management practices
- ▶ **Defining and implementing** technology lifecycle management strategies

# Salary & Benefits

An annual salary of **\$137,100–\$171,340**, plus an attractive benefits package:

**VACATION:** 120 hours per year, accumulated bi-weekly

**PERSONAL TIME:** 24 hours, renews yearly

**HOLIDAYS:** 11 paid holidays each year

**SICK LEAVE:** 96 hours per year, accumulated bi-weekly

**EMPLOYEE FITNESS CENTERS**

**TWO ONSITE HEALTH CENTERS**

**RETIREMENT:** El Paso County offers a competitive government defined benefit retirement plan, including a pension. More details are available in the [El Paso County Retirement Plan Master Document](#).

**RELOCATION AVAILABLE**

**VEHICLE ALLOWANCE**



## How to Apply

For first consideration, apply by **FEBRUARY 17** at:

>>> **WBCP JOB BOARD** <<<

**SAVE THE DATES.** Initial interviews will take place virtually on **MARCH 13 & MARCH 15**. Final in-person interviews will take place on **MARCH 24**. Selected candidates must be available for all dates.

**QUESTIONS?** Please contact your recruiter, Marissa Sanchez, with any inquiries.

**559.326.8597** (direct) | [marissa@wbcpinc.com](mailto:marissa@wbcpinc.com)

>>>> **APPLICATION ATTESTATION** <<<<