

FRANKLIN COUNTY DATA CENTER
Job Posting: **Configuration Manager**

ANNUAL SALARY RANGE: \$60,295- \$84,413 **Excellent Benefits Package

SUMMARY

The Configuration Manager is responsible for the day-to-day operations and execution of a controlled systems engineering process for all Franklin County Data Center (FCDC). The Configuration Manager engineers and administers configuration management (CM) and deployment framework, including configuration identification, configuration control, and configuration audits. Responsibilities include the execution and governance of defined configuration management processes, reviews for interface compatibility, audits for compliance requirements and the management of the process improvement cycle. The Configuration Manager will serve as a bridge for functional systems relationships and will lead the team in ensuring seamless deployments. This position will also identify opportunities for improvement with respect to tools, training, process, procedures and work instructions for configuration management. Must successfully complete 180-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the creation, implementation and governance of the CM framework to ensure the orderly management of systems, including the efficient tracking, storing and updating of all system information with the goal of maintaining system integrity.
 - Implement policies, procedures and tools that manage systems engineering.
 - Evaluate proposed change requests, track the status of those changes, and provide oversight for all systems modifications.
 - Maintain an inventory of system documentation as systems change. Manages all system documentation, ensuring that changes are adequately captured.
- Oversee the deployment of in-house built software, third party software, server patching, server configuration and process controls. Ensure that staff comply with established process and data standards.
- Manage the build and release processes for in-house software and third party software, as required.
- Create and/or update the process documentation and corresponding workflows evaluating opportunities for improvements, striving toward automation.
- Evaluate performance metrics against the defined critical success factors and institute corrective action. Makes recommendations to further streamline the processes.
- Resolve systems conflicts that may occur during, or as a result of, any deployment on the Franklin County Data Network (FCDN).
- Test “back out” plans that may be needed as a result of deployments. This may include assisting the appropriate department with the development of a roll back strategy.
- Interface with other partner agencies to ensure that they are able to leverage the benefits of the instituted FCDC Configuration Management process.
- Assist with configuration and usage of automation, Continuous Integration, Team Foundation Server (TFS), and other tools.
- Ensure regular housekeeping of the Configuration Management System Database (CMDB).
- Ensure appropriate security and access levels to the Configuration Management System.
- Responsible for training, influencing, and empowering others in the enterprise through a proactive approach.
- Proactive in updating technical proficiency through training and education.
- Responsible for constant improvements and continually forward movement to automation.

- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Manages and coordinates Configuration Management functional areas. Will be required to supervise staff members and provide coaching and/or guidance to Data Center employees relating to customer experience issues.

QUALIFICATIONS

- Proven knowledge in IT configuration management methodologies and best practices.
- Ability to lead concurrent initiatives with demanding deadlines and in a fast-paced environment.
- Strong working knowledge of IT infrastructure and end-point hardware as well as multi-year software management principles.
- Five years of technical experience in the Information Technology field.
- Strong collaboration and interpersonal communication skills.
- Demonstrated ability to execute quality output with sound prioritization and timeliness.

EDUCATION and/or EXPERIENCE:

A Bachelor's degree and minimum of five years of IT experience. A minimum of three years of experience in Configuration Management.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to develop reports, create business correspondence and procedure standards. Ability to effectively present information and respond expeditiously to questions from groups of managers, clients, customers and the general public.

MATHEMATICAL SKILLS

Common math including percentages and linear equations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

ITIL certification preferred.

PHYSICAL DEMANDS

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

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a climate-controlled office environment. Significant mental effort is required daily; a good amount of pressure and fatigue is present during an average work day; constant exposure to deadlines; regular attendance and occasional evening work is necessary in this position.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement, Sick and
Vacation Accrual, Tuition Reimbursement**

Send resume, references, and salary requirements to:

FRANKLIN COUNTY DATA CENTER

Attn: Jessica Wilkins-Bibbs, Director, Human Resources

373 S. High St. 9th Floor Columbus, OH 43215-4599

fdcjobs@franklincountyohio.gov

EOE

No Fees