



Job Description

Title: Cloud Operations Manager/Director	Department: Integration	
Report to: Mark Middleton	City: Non-Site	State:

SUMMARY:

The Cloud Operations Manager reports to the Director of Cloud Services and is responsible for the overall day to day operations of managing Cloud Services including monitoring, incident resolution, problem management, configuration and change management, service desk, security management and monitoring, capacity planning, availability management, and routine update of services. This position is responsible for various hosting solutions inclusive of a disaster recovery operation that includes annual restore testing for its customers in addition to at time of disaster recovery.

The Cloud Operations Manager develops processes to manage operations, assists in technical standards development, assists in architecture development, staffing and staff development, and leadership.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide 24 X 7 operations for Cloud Services including Meditech Hosting, Disaster Recovery, Scanning and Archiving, Data Repository, and Remote Operations Services
- Develop and oversee Network Operations, Service Desk, Event Management, Incident Management, Problem Management, Configuration Management and Change Management Processes for all Cloud Services.
- Ensure successful backup and/or replication of Customer Data in a secure manner.
- Contribute and enhance Security policies and procedures for Cloud Services.
- Implement System Management Tools to provide monitoring and management of all Cloud infrastructure.
- Define and report Key Performance Indicators to monitor process health; define and report Customer facing service metrics.
- Implement and oversee Security policy, monitoring, guidelines for Cloud Services.
- Conduct System Outage Analysis to prevent the reoccurrence of incidents.

OTHER DUTIES AND RESPONSIBILITIES:

- Constant improvement of all services and processes
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

- Directly manages assigned employee group.
- Carries out management and supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

MINIMUM QUALIFICATIONS: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Experience:

- Five years or more of progressive experience in large complex information systems, Meditech, and/or Cloud services recommended.
- Five years or more of IT Service Management, data center, server, and storage management, virtualization, Citrix, networking, systems management, and/or project management are recommended,
- Education or equivalent experience in ITIL, Cobit, and/or HIPAA preferred for this position.
- Three years experience in a leadership role preferred.

Education:

- Bachelor degree in Information Management, Computer Science, or other related field is preferred for this position.

Certifications or Licenses:

- Certifications in ITIL considered a plus for this position.
- Certifications in Microsoft, VMware, Storage, and other Cloud Technologies considered a plus for this position.

Special Knowledge, Skills and Abilities:**TRAVEL REQUIRED:**

Approximately 30% Travel

PHYSICAL DEMANDS: (The physical demands and work environment 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.)

- Ability to work long hours at a desk using a PC, video conferencing, and phone usage.
- Ability to occasionally lift and move computer equipment if necessary.
- Moderate overnight travel by land or air.

WORK ENVIRONMENT: (The physical demands and work environment 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.)

- Ability to office at home if needed
- Extensive use of desktop computer, mobile technologies video conference, phone, cell phone is essential for this function.