



IT Operations Manager

Park District of Highland Park

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Closing Date:

Salary: \$77,399.00 - \$99,693.00

Description:

Job Summary

The Information Technology (IT) Operations Manager is responsible for ensuring the Park District's end-user technology experience is reliable, efficient, and aligned with business needs. This role is also responsible for overseeing the planning and execution of technology projects and strategic initiatives. The IT Operations Manager oversees and serves as the primary liaison with the Park District's IT Managed Service Provider, ensuring that IT services are delivered effectively, communication is clear, and issues are resolved in a timely and structured manner. This is a non-technical role focused on service coordination, user satisfaction, and accountability, and not hands-on IT support. The IT Manager is directly responsible to and works in close contact with the Director of Planning, Projects and IT.

Supervisory Responsibilities

Directly supervises (2) full-time employees, Network Specialist and Information Technology Technician. Participates in hiring, training and onboarding staff; provides ongoing supervision, coaching and professional development; conducts performance reviews and corrective action as needed; ensures staff compliance with policies, procedures and customer service standards; assists in the development of team goals and fosters a positive, inclusive work environment.

Essential Job Duties

- Manage and serve as day-to-day liaison with the Park District's IT Managed Service Provider and participate in regular service reviews and planning discussions, providing feedback to improve service delivery and user experience.
- Collaborate with Park District's IT Managed Service Provider on the adoption of standard processes and best practices, support rollout of new tools, policies, and improvements, and help drive consistency in technology use across the Park District.
- Act as the internal owner of the IT support experience, monitoring helpdesk activity, ticket flow, and response/resolution performance. Ensure helpdesk issues are properly triaged, escalated, and resolved through the Park District's IT management partner when necessary while identifying recurring problems and addressing root causes.

- Oversee technology improvement projects by collaborating with the Park District's Managed Service Provider to develop, prioritize, implement, and complete initiatives. Lead assigned projects by preparing project documents, directing staff and contractors, communicating progress, and managing project costs.
- Responsible for research, recommendation, integration, training, and ongoing management of software, products, and services in support of technology infrastructure improvements, development efforts, and strategic initiatives.
- Responsible for planning, purchase, installation, and maintenance of physical technology throughout the Park District.
- Responsible for the development and administration of technology budgets across the Park District.
- Define hardware and software standards in conjunction with stakeholders.
- Ensure the functionality of the audio/video technology throughout the Park District including support for Board Meetings and special events as needed.
- Coordinate work of third-party vendors and manage various vendor accounts.
- Assist in the development, implementation, and maintenance of information technology and data security policies, procedures, and associated training plans.
- Establish and maintain regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent infrastructure activities.
- Keep Director of Planning, Projects, and IT informed on all matters of technology and security having a significant effect on operations.
- Performs other duties as assigned.

Education and Experience: Bachelor's degree from an accredited college or university; with a degree in Computer Science, Information Technology, Management Information Systems, Project Management, or similar field. At least seven (7) years' experience or equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities. Experience working with helpdesk/support workflows. Project management experience. Knowledge of workplace technology systems, protocols and standards. Experience working with Managed Services Providers, Camera Systems, Access Control Systems, Singlewire, Informacast, Vermont Systems, and Tyler Technologies preferred. Related professional certification preferred.

Required Skills/Abilities:

- Excellent project management skills.
- Ability to effectively manage multiple priorities, handle escalations, and ensure timely follow through.
- Strong communication and organizational skills.
- Customer-focused mindset with excellent interpersonal skills.
- Strong analytical and problem-solving skills.
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to work flexible hours, including evenings and weekends as needed.
- American Red Cross CPR/AED certification or ability to obtain.
- Valid Driver's License

Classification: Full-Time, Exempt

Wage Range: \$77,399.00 - \$99,693.00

Physical Requirements: The physical requirements 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 of the job. While performing the duties of this job, the employee is frequently required to sit; stand; walk; grasp/manipulate and reach with fingers, hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to climb or balance and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Working Conditions: The physical environment requires the employee to work primarily in an indoor office setting and sit for prolonged periods of time. Employee may occasionally work outside for short periods of time in heat/cold, wet/humid, and dry conditions. The employee is sometimes exposed to high, precarious places, and tight cramped spaces. The employee is frequently exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate. The employee operates a variety of office equipment, including computer hardware, telephone, fax machine, calculator/adding machine and photocopier. May be requested to work occasional evenings and weekends.

Benefits: The Park District of Highland Park offers the following comprehensive benefits package:

- Medical Insurance (Blue Cross Blue Shield HMO or PPO)
- Dental Insurance
- Vision Insurance
- 4 Weeks Paid Maternity/Paternity Leave
- Company Paid Group Term Life Insurance
- Voluntary Supplemental Life Insurance
- Pension/Benefit Plan (IMRF)
- Deferred Compensation Plans
- Flexible Spending Accounts (Health and Dependent Care)
- Ten (10) Paid Federal Holidays
- Paid Vacation
- Three (3) Floating Holidays
- Twelve (12) Paid Sick Days
- Incentivized Wellness Program
- Health & Fitness Membership
- Outdoor Pool Membership and Seasonal Beach Access
- Program and Facility Discounts on a variety of recreational activities including Golf, Racquet Sports, and Ice Skating.

The Park District of Highland Park is an equal opportunity employer.

Apply at: IT Operations Manager