

## POSITION POSTING

### **Title: IT/Operations Manager**

**Location:** Olympia, Washington

**Overview:** CQuest is seeking an IT/Operations Manager to oversee various areas, including computer operations, application maintenance, database management, and operations support. The selected candidate will manage employees, assign and review projects, and will work directly with customer contacts to assure goals are met. The IT/Operations Manager will also work with other units, and will prepare progress reports regarding information system operations.

Specifically, the IT/Operations Manager will oversee a large computer system that is comprised of 400+ screens across 15 applications. The system is installed in three customer sites in three different states: Kansas, New Hampshire and Arizona. (Most system administration is performed from Olympia, Washington.) The system supports the federal Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), supporting both services to clients and program administration.

#### **Job Responsibilities/Duties:**

- Project management, scheduling, and supervision.
- Work with customers to establish priorities and define work products. Perform this function in consideration of customer budgets.
- Manage work with maintenance developers, database administration staff, help desk staff, and quality assurance staff on requirements, schedules, and etc. for applications.
- Provide progress reporting to customers and internal management.
- Engage in professional development to maintain a strong knowledge of field.

#### **Required Communication Skills**

- Work and communicate with a wide range of people – customers, peers, vendors, staff members, and others.
- Consistently demonstrate professional, positive, and approachable attitude/demeanor and discretion. Demonstrate sensitivity in handling confidential information.
- Formulate and clearly communicate ideas to others.
- Fluency in English.

#### **Required Knowledge**

- Knowledge of project management practices.
- Knowledge of and experience with application maintenance and information management.
- Knowledge of and experience with project schedules, timelines, and project estimates, and in meeting those schedules and estimates.
- Knowledge of current trends in the specific field.



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**Required Experience and/or Education:**

- Bachelor's degree and 8 to 10 years related experience or equivalent combination.
- Demonstrated experience with standard software applications, including MS Office, Windows.
- Must have a strong dedication to customer service.
- Experience leading activities of a maintenance unit through the effort of subordinate supervisors and staff.

**To Apply:** Send cover letter and resume to:

CQuest  
Human Resources Department  
Attn: Theresa Jones  
500 S. 9<sup>th</sup> Street  
Springfield, IL 62701

or fax to Theresa Jones at (217) 541-7336, or via email at [tjones@cquest.us](mailto:tjones@cquest.us).