



"Passionately driving success in everything we do for our customers, employees, and communities."

DATE: May 3, 2021

JOB TITLE: IT Operations Specialist

REPORTS TO: IT Operations Manager

DEPARTMENT: Information Technology (IT)

LOCATION: Ocheyedan, IA

CLASSIFICATION: Full time

Position Opportunity

CFE is a forward-thinking cooperative that recognizes the strategic importance of Technology to enable execution of its business strategy of growth, gaining efficiencies and engaging with customers. Technology and IT are critical in achieving CFE's business strategies of customer engagement, business growth and profitability. **Come be a part of this progressive, technology-driven team...and help lead CFE in realizing our business strategies, success, and in helping our customers, partners, and farming communities thrive!**

Position Summary

The Technology (IT) Operations Specialist will help plan, coordinate, and direct technology (IT) operational activities of the CFE computer systems and IT department, as well as work to install and maintain IT operational solutions that enhance CFE mission-critical business operations. The Technology (IT) Operations Specialist will work closely with the IT Operations Manager as well as CFE leadership team to identify, recommend, and maintain cost-effective technology operational solutions for all aspects of the CFE organization. They will evaluate the operational system compliance with plans, policies, and procedures prescribed by leadership, ensure proper accountability and system/physical security of company assets, identify controls and evaluate the adequacy and effectiveness of controls, and assist in assuring efficient utilization of technology operational resources.

The Technology (IT) Operations Specialist will assist in oversight and maintenance of IT operational solutions across a number of CFE locations. This includes establishing and communicating operational goals and results to employees, staffing and delegating the workload, actively supporting employee growth, upholding cooperative policies, and leading seasonal help (e.g., student interns) to increase efficiency, productivity and engagement.

Essential Accountabilities and Responsibilities

The Technology (IT) Operations Specialist candidate will have education and preferably experience in many of the following: leadership, technology operations, technology security, operational service management, technical architecture and operations program/project delivery. They will focus their priorities and efforts across the following key accountabilities:

CFE IT Operations Vision and Strategy Leadership:

- Collaborate with CFE's IT leadership in the development of CFE's technology operations vision, strategy, and standards in support of the business strategy and in conjunction with the cooperative's business leadership
- Deliver on the technology operations vision and strategy while meeting the specific solution requirements crafted in conjunction with the cooperative's business leadership
- Assist in management the IT Operations expense and capital budgets, while continuously looking for ways to gain efficiencies and maximize CFE's return on investment

CFE IT Operations Service Management:

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- Understand the cooperative's business operations and facilitate the use of technology operational services to improve operational efficiency and advance the delivery of services for internal CFE use
- Generate key IT operational services for the CFE businesses and establishing clear and consistent operational service management expectations for the CFE businesses (SLAs, service down times, service incident response/resolution times)
- Review performance of IT operational systems and services to determine operating costs, productivity levels, and upgrade requirements
- Benchmark, analyze, report on, and make recommendations for the improvement of the IT operational infrastructure and IT systems and services
- Recommend, support, and assist in the deployment, monitoring, maintenance, development, and support of all hardware and software based on CFE business department needs
- Play and active role in the CFE Technology operations service/help desk and incident management process/system
- Periodically review (and where possible recommend changes) of all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision

CFE IT Operations Technical Architecture:

- Collaborate in design and recommend operational systems for specific business functions according to the requirements of CFE businesses, core systems and applications
- Review and recommend upgrades to existing technical architectural components to ensure an improved/efficient system that aligns with business processes, tactical planning, and strategic vision
- Offer recommendations to the IT Operations Manager on suitable technical resources and development strategies
- Provide guidelines on the use and maintenance of CFE's technical operations systems to ensure sustained efficiency, performance, and compliance.
- Lead technical operational assessments and evaluations to identify security gaps and best-in-class technical solutions to close gaps and move to desired future state
- Participate in educational programs, seminars, and workshops to update knowledge of technical operational architecture and utilization techniques

CFE IT Operations Service/Project Delivery:

- Assist in managing the IT operations project portfolio including business case preparation, project prioritization and staffing/sourcing decisions
- Ensure successful and timely operations program and project delivery, managing multiple initiatives simultaneously
- Monitor all operational technology projects and service offerings to ensure productivity, quality and service standards are consistently achieved
- Proactively analyze and collaborate critical build/buy decisions, identifies necessary upgrades, and help manage critical vendor relationships
- Assist IT Operations Manager directly to ensure that appropriate IT staff, vendors, infrastructure, and management systems are in place and proactively managed to enable available, secure and operationally excellent systems and services

CFE IT Security Leadership:

- Support CFE's Technology Security Manager
- Help execute CFE's annual Technology (IT) Security Management process and assessments
- Help lead CFE's semi-annual Technology Security priority projects targeted to close the highest-priority risks/gaps based on the semi-annual security assessments
- Collaborate and help evolve strategic partnerships with CFE's Security managed service provider partners

CFE IT Operations Vendor Management:

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- Communicate with vendors to maintain operational understanding and resolve operational issues
- Provide help as needed with evolving contracts and obtaining pricing
- Assist IT management as needed with reaching out to multiple vendors to gather information for comparison purposes
- Be a resource in gathering vendor, outsourcer, and consultant related information and/or service agreements

Innovation and Change Leadership:

- Stay knowledgeable of operations technology advances, trends and issues and evaluating them for CFE organizational relevance. Proactively brings new operational technology innovations and value-add opportunities to technology and business leadership
- Implement new operations technological solutions or increasing utilization of current technology that improves the efficiency, productivity, and service in a cost-efficient manner
- Act as a CFE Change Leader in leading the implementation, adoption and success of IT services and projects through proactive change management, and stakeholder management
- Regularly organize and provide education (training) as well as helpful technical communications to CFE employees
- Build confidence and rapport throughout the organization to facilitate open communications and conflict resolution

Team and Talent Leadership:

- Assist with the hiring of seasonal help (e.g., student interns), encourage their development in becoming highly skilled, goal oriented, driven, IT operations resources
- Indirectly supervises project team members and vendor partners where appropriate
- Responsible for assigned CFE Technology Operations locations, performance management of assigned seasonal help, and assisting in development plans for ensuring strong CFE IT team engagement

Education and Experience:

- Bachelor's degree in Computer Science, MIS, Information Technology or a related technical/business field or work-equivalent experience is required
- 7+ years IT experience in roles of increasing scope and responsibility including strategy, service management, infrastructure management, security administration and/or program/project management
- 3+ years direct team leadership and proven supervisory experience in a management capacity, managing staff performance and development
- Broad understanding/experience/education of/in related CFE business and IT functions and processes is highly desirable
- Experience in IT service management and related SLA management
- Excellent experience and knowledge of technical management, information analysis, and computer hardware/software systems
- Hands-on experience with computer networks, network administration, and network installation
- Experience working with technical operations/infrastructure managed service providers
- Experience in IT program/project management frameworks and processes
- Experience integration in-house solutions with vendor/partner packages
- Proficient with Microsoft 365 and application management
- Experience leading transformation change initiatives, with a solid understanding of change management and communication frameworks

Key Competencies and Skills:

- Fast learner with the ability to adapt to a rapidly changing technology landscape
- Avid self-learner with ability to stay current with IT industry trends and apply system thinking to bring forward new value-added innovations to the business

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- Ability to provide an independent voice to help ensure company goals are met, operational process improvements are made, and performance is measured
- Customer orientation and actively seeks ways to help and provide service to internal and external customers
- Ability to manage multiple projects at a time and demonstrate good attention to detail
- Self-motivated and driven to accomplish short, medium and long-term objectives
- Strong analytical and problem-solving skills
- Effective oral and written communicator with the ability to convey complex concepts, and to direct and provide motivation for teams and, end users, and others
- Demonstrated ability to lead, develop, engage teams, and users in a continuing educational environment
- Unquestionable integrity with high moral and ethical standards, aligned with the CFE values of Dedication, Team-orientation, Forward-thinking, Stability and Integrity

Safety and Compliance:

- Uphold all cooperative policies
- Attend employee safety meetings, etc. held as required or scheduled in conjunction with Safety Director or location

Other Duties:

Perform other duties as assigned by management

- Favorable feedback is received from all department managers when assigned to perform or assist with other duties and responsibilities in those departments
- Attitude consistently mirrors the company image and promotes fellow employee teamwork
- Present a professional image through words, actions and personal appearance

Physical Demands:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel, and talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand, sit, stoop, kneel, crouch, or crawl. The employee must 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.

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee (Print & Sign): _____ Date: _____