

Job Title: IT Computer Operations Manager, Level 3 - Provisional
Job ID: 32063
Location: College of Staten Island
Full/Part Time: Full-Time
Regular/Temporary: Regular

POSITION DETAILS

Reporting to the CIO and Assist. VP for Info Technology Services, the Computer Operations Manager:

- Plans, defines, and manages the development and enforcement of policies, standards, configurations, and operating procedures governing IT security, identity, and access management within a complex, enterprise-scale environment. Ensures alignment with University policies, regulatory requirements, and industry best practices while continuously evaluating and enhancing security posture.
- Manages the analysis, design, implementation, integration, testing, and ongoing optimization of enterprise IT security infrastructure. Oversees complex system configurations and ensures solutions are scalable, resilient, and aligned with performance, capacity, and risk management objectives across multiple platforms and environments.
- Leads the planning, evaluation, and execution of enterprise security architecture initiatives, including the review and approval of new infrastructure designs, system enhancements, and technology implementations. Establishes governance processes to ensure consistency, sustainability, and long-term strategic alignment.
- Provides oversight and technical direction for security design associated with enterprise-scale applications, new product implementations, and internally developed systems. Ensures appropriate security controls, architecture standards, and compliance requirements are incorporated throughout the system lifecycle.
- Leads or participates in a team in planning, designing, implementing, and maintaining secure enterprise application and infrastructure environments, including network devices, servers, storage systems, and virtualization technologies. Ensures effective coordination and alignment with institutional priorities.
- Leads or participates in overseeing the design, implementation, and administration of enterprise identity and access management services, including directory services, authentication frameworks, single sign-on, federation services, role-based access control, and delegated administration. Ensures secure, efficient, and scalable access management solutions across the organization.
- Serves as a subject matter expert and authoritative resource on enterprise IT security architecture, providing guidance on complex issues related to applications, networks, infrastructure, and identity systems. Advises on best practices, emerging threats, and evolving technologies.
- Directs the review, analysis, and approval of security design, accreditation, and compliance documentation to ensure appropriate controls are implemented and maintained. Ensures readiness for internal and external audits and adherence to regulatory and institutional standards.

- Leads comprehensive security assessments and risk analyses of enterprise applications and infrastructure, identifying vulnerabilities, evaluating potential impacts, and implementing mitigation strategies to safeguard institutional systems and data.
- Consults with senior university leadership to provide strategic guidance on IT security policies, risk management, and long-term planning, contributing to the development of institutional technology strategy and governance.

MINIMUM QUALIFICATIONS

Six (6) years of progressively responsible full-time experience supervising or administering an information systems area involving hardware and/or telecommunications equipment operations, at least eighteen (18) months of which shall have been in a managerial capacity. Education at an accredited College or University may be substituted for the general experience described above (but not for the 18 months of managerial experience) up to a maximum of four (4) years of college for two (2) years of experience. In addition, a master's degree in computer science or a closely related field from an accredited college may be substituted for an additional year of the general work experience. However, all candidates must possess the eighteen (18) months of managerial experience described above.

Experience in a **managerial capacity** must include, but is not limited to, responsibilities such as: strategic planning for an office/division; creating and implementing policies; setting standards and best practices; defining and documenting project scope; root cause analysis with recommendations; collaborating with other managers and executives to define future state of an IT program; and/or forecasting.

The following types of experience are **not** acceptable: superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of a word processing package; use of a hand-held calculator; data entry; operation of data processing hardware or consoles.

OTHER QUALIFICATIONS

- At least six years of progressive managerial experience leading a team of professionals responsible for network administration.
- At least six years of experience managing, planning, and organizing complex information related to network administration and IT security infrastructure in alignment with CUNY policies.
- At least six years of experience analyzing complex systems and developing strategic recommendations related to IT network and security infrastructure.
- At least six years of experience managing departmental budgets, forecasting, and working closely with vendors.
- Experience approving IT projects related to Network and Security Administration.
- Demonstrated expertise in project management and risk assessment strategies related to network and security infrastructure.
- Master's degree completed or in progress in a field related to Computer Information Systems, Cybersecurity, or a closely related discipline.
- Exceptional project management, communication, and organizational skills.

GENERAL DUTIES

I.T. Computer Operations Managers manage and direct an Information Technology operations area and/or manage and direct all aspects of the operation and maintenance of computing or telecommunications equipment at a College or University level. They set policies and

procedures, direct technical staff, and have responsibility for administrative as well as technical issues within their assigned area(s). They may manage large, complex information systems operations.

This job is in CUNY's Classified Managerial Service. The full specification is available on our web site at

<http://www.cuny.edu/about/administration/offices/ohrm/hros/classification/ccsjobs.html>

CONTRACT TITLE

Computer Operations Manager

FLSA

Exempt

COMPENSATION

\$82,763.34 - \$136,918

BENEFITS

CUNY offers a comprehensive benefits package to employees and eligible dependents based on job title and classification. Employees are also offered pension and Tax-Deferred Savings Plans. Part-time employees must meet a weekly or semester work hour criteria to be eligible for health benefits. Health benefits are also extended to retirees who meet the eligibility criteria.

HOW TO APPLY

To apply, please go to www.cuny.edu; select "Employment", "Search Job Listings," "More Options to Search for CUNY Jobs," then enter the Job ID# in the "Job Opening ID" field. Cover letter, resume, and additional supporting documents for candidacy must be submitted as one file.

CLOSING DATE

May 29, 2026

JOB SEARCH CATEGORY

CUNY Job Posting: Managerial/Professional

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.