# ARPA H

# Advanced Research Projects Agency for Health

# Information Technology and Data Innovation (ITDI) Operations Manager

**Position Title**: Information Technology and Data Innovation (ITDI) Operations Manager

**Office:** Office of Information Technology and Data Innovation (ITDI)

**Reports to:** Chief Information Officer

**Work Location:** ARPA-H Washington, DC Office

**Description:** The Office of Information Technology and Data Innovation (ITDI) Operations Manager is responsible for overseeing the daily operations of the ARPA-H's IT infrastructure and services. This includes administration of cloud/ SaaS services, conference room and event AV support, IT support, coordination of systems and services provided by other organizations such as CIT/NIH, and security systems to ensure all systems run efficiently, reliably, and securely. The ITDI Operations Manager works within a team of IT professionals, coordinates with vendors, and collaborates with key stakeholders to meet ARPA-H's technical and business objectives. The role includes providing direction and leadership to Federal employees or contractors serving as the Service Desk Manager, Asset Manager, and Systems Administration Lead.

**Key Responsibilities:** The following five areas outline the key responsibilities for this position:

- Service Operations Management:
  - Manage day-to-day operations of IT services, ensuring they meet agreed service levels
  - Lead the resolution of high-priority incidents to restore service as quickly as possible, ensuring root causes are identified and addressed
  - Manage system administration tasks including user account management, cloud/SaaS administration, system monitoring, patch management, and backup and recovery processes
  - In line with our enterprise architecture guidelines, oversee the configuration, maintenance and optimization of IT infrastructure to ensure high availability and performance
- Incident and Problem Management:
  - Apply the ITIL framework for incident and problem management
  - Ensure that incidents are logged, prioritized, and resolved within SLAs
  - Lead problem management efforts to identify recurring issues, performing root cause analysis and implementing solutions to prevent future incidents
- Change and Release Management:
  - Govern the change management process, ensuring that all changes to IT infrastructure and services are vetted and approved
  - Ensure proper testing, scheduling, and communication of changes to minimize risk to service delivery
  - Oversee the release management process, ensuring successful deployment of new services or changes to existing services
- Service Level Management:
  - Oversee service desk operations to provide timely, friendly, and effective support to end users
  - Propose and manage Service Level Agreements (SLAs) and Service Level Objectives (SLOs) to align IT services with business needs

- Monitor service performance and produce regular reports to track SLA compliance and identify areas for improvement
- Implement service improvement plans based on performance data and feedback

- Capacity and Availability Management:
  - Collaborate with the enterprise architect to ensure the IT infrastructure is scalable and available to meet current and future business requirements
  - Implement and manage capacity and availability management processes to prevent over-utilization or service downtime
  - Regularly review capacity forecasts and availability plans to ensure they align with business goals
  - Coordinate with business units to align IT continuity with overall business continuity planning

- Vendor and Supplier Management:
  - Collaborate with the Contracting Officer Representative to maintain relationships with third-party service providers, ensuring they meet agreed performance and service levels
  - Oversee operational contracts, including SLAs, with external vendors for hardware, software, and services
  - Monitor vendor performance and work with the COR to implement improvement plans when necessary

- Leadership Responsibilities
  - Provide direction and leadership to Federal employees or contractors service as the Service Desk Manager, Asset Manager, and Systems Administration Lead
  - Ensure alignment of team objectives with overall organizational goals and mission
  - Foster a collaborative and high-performance work environment and provide timely and constructive feedback for continuous improvement.

**Qualifications:**

- US citizenship
- Bachelor's degree in a technical field such as Information Technology, Computer Science, or a related field
- 10+ years of experience in IT operations, with a strong understanding of ITIL processes
- ITIL certification (at least ITIL Foundation; ITIL Practitioner or higher preferred)
- Proven experience with incident, problem, change, and release management
- Familiarity with service management tools (preferred)
- Excellent communication, collaboration, and analytical skills
- Strong understanding of system administration, networking, cloud services, and SaaS

**Apply at CAREERS@ARPA-H.GOV . Please include subject line: Operations Manager - ITDI**

**At ARPA-H, our customer is the American public, and we seek to build a mission-driven workforce that is as diverse as our customer base. We are building a culture that creates a space for visionary innovators in science, health, and in building a best-in-class ARPA organization. For this position, ARPA-H is able to use special hiring authorities that are legislatively granted that allow for a streamlined hiring and onboarding process.**

**Values Statement**: ARPA-H is dedicated to fostering a workforce that reflects the rich diversity of America. Our goal is to deliver groundbreaking health solutions that benefit all Americans, and we know the best path to reach everyone is to include everyone.

**Benefits:** The Mission Office Deputy Director will be hired at an industry-competitive salary commensurate with the selectee's qualifications and experience and ARPA-H salary guidelines. Full Federal benefits will be provided, including

retirement, health and life insurance, leave, and savings plan (401(k) equivalent). Relocation and other incentives may be available.

**Equal Employment Opportunity:** Selection for this position will be based solely on merit, with no discrimination for non-merit reasons such as race, color, religion, gender, sexual orientation, national origin, political affiliation, marital status, disability, age, or membership or non-membership in an employee organization. ARPA-H encourages the application and nomination of qualified women, minorities, and individuals with disabilities.

**Standards of Conduct/Financial Disclosure:** ARPA-H inspires public confidence in our work by maintaining high ethical principles. ARPA-H employees are subject to Federal government-wide regulations and statutes as well as agency-specific regulations described on the NIH Ethics website. We encourage you to review this information. The position requires the incumbent to complete a public financial disclosure report prior to the effective date of the appointment.

**Foreign Education:** Applicants who have completed part or all of their education outside of the U.S. must have their foreign education evaluated by an accredited organization to ensure that the foreign education is equivalent to education received in accredited educational institutions in the United States. We will only accept the completed foreign education evaluation. For more information on foreign education verification, visit the https://www.naces.org website. Verification must be received prior to the effective date of the appointment.

**Reasonable Accommodation:** ARPA-H provides reasonable accommodations to applicants with disabilities. If you require reasonable accommodation during any part of the application and hiring process, please notify us. The decision on granting reasonable accommodation will be made on a case-by-case basis.