



Mississippi Band of Choctaw Indians
Office of Information Technology
P.O. BOX 6010/101 INDUSTRIAL ROAD
CHOCTAW, MS 39350

JOB ANNOUNCEMENT #126014

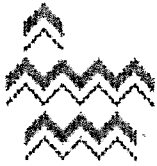
POSITION TITLE: Head of IT Operations
SUPERVISOR: Chief Information Officer
JOB LOCATION: Information Technology, Tribal Office Building
TYPE OF EMPLOYMENT: Regular, Full-time, Exempt
OPENING DATE: APRIL 09, 2026 APR 09 2026
CLOSING DATE: APRIL 23, 2026 OR UNTIL FILLED

SCOPE OF SERVICE: The Head of IT Operations is responsible for supervising, planning, and executing the operational IT needs of MBCI. This includes, but is not limited to, setting and upholding hardware and software standards; security policies on end-user devices, and IT ticketing and communication standards for MBCI IT across all departments. Though the day-to-day focus is on end-users and operations team development, the scope of service for this role will span operations, networking, and cyber security.

Supervisory Requirements: Head of IT Operations supervises all IT operations staff including IT Operations Manager, IT Operations specialist, Senior IT Operations specialist, IT Operations specialist II, and all other IT specialists. In addition, the Head of IT Operations will also function to supervise all IT Networking, applications, and security teams when other managers are absent.

DUTIES AND RESPONSIBILITIES:

1. Oversee all help desk and technical support services staff;
2. Help develop and implement all IT policies and procedures, including those for security, disaster recovery, standards, purchasing, and service provision;
3. Oversee negotiation and administration of vendor and consultant contracts and service agreements;
4. Manage IT operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions;
5. Develop a strategy as it relates to the organization's IT infrastructure (computer and information systems, security, communication systems);
6. Help CIO plan and track the IT department's annual budget;
7. Consult top directors and users across the entire organization to identify technological needs and to optimize the use of information technology;
8. Provide direction, guidance, and training to IT staff. This is a mentoring role;



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9. Direct daily interaction with IT operations team members to grow skillsets and reinforce IT best practices.

QUALIFICATIONS:

1. 14+ years of experience working in an IT field required;
2. Previous experience in a management role in IT or IT operations management required;
3. Experience creating and implementing IT operational policies and procedures required;
4. Experience managing teams of technical individuals required;
5. Solid understanding and technical knowledge of current network and client operating systems, hardware, protocols, and standards, such as Windows OS, cloud platforms like O365, SharePoint, Microsoft Teams, and Entra required;
6. Demonstrated experience in developing business processes, managing staff, budgeting, and/or overseeing business office operations;
7. In-depth knowledge of applicable laws, regulations, and best practices as they relate to IT;
8. Ability to present IT ideas in business-friendly and user-friendly language;
9. Highly self-motivated, self-directed, and attention to detail;
10. Extensive experience working in a team-oriented, collaborative environment;
11. Excellent written, oral, and interpersonal communication skills;
12. Technical knowledge of endpoint operating systems such as Windows Desktop and Windows Server required;
13. Experience and working knowledge of Microsoft Active Directory with Entra integrations required;
14. Experience with VMWare hypervisor and understanding of server virtualization principles required;
15. Technical experience with Cisco phone systems required;
16. Familiarity with project management principles preferred;
17. Hands-on experience with on-premises Microsoft Exchange and Hybrid O365 required;
18. Experience with cybersecurity insurance and penetration testing remediation required;
19. Experience working with an ITSM system, and in a project-driven environment required;
20. Experience working in a multi-site campus environment preferred;
21. Ability to accurately interpret Tribal, Federal, and State rules, ordinances, laws, regulations, and policies;
22. Demonstrated ability to relate well and communicate effectively with professionals and non-professionals;
23. Adequate personal transportation and valid Mississippi Driver License;
24. Ability to abide by MBCI's Drug- and Alcohol-Free Workplace policy;
25. Ability to satisfy MBCI's comprehensive background investigation and adjudication policy

NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when to qualified member of MBCI, who has applied for the position, can be trained up upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources
P.O. Box 6033, Choctaw Branch
Choctaw, MS 39350