The Skills Necessary to Keep America Running

MISSION CRITICAL OPERATIONS

NCMCO
NATIONAL CONSORTIUM FOR MISSION CRITICAL OPERATIONS
The reason your smartphone, electricity, and other critical services are able to operate 24/7 is because of mission critical operators. Mission critical operators are individuals whose job is to keep those operations running and protected.

For centuries, we built our businesses and industries around dependable and reliable people. However, as technology becomes more dependable and reliable, we have started to shift the mundane, tedious, and repetitive tasks from people to technology and make everything communicate as a part of the “internet of things.”

What happens when it suddenly becomes unusable, broken, or—even worse—hacked? People with the skills to get ahead of the problem are needed now, more than ever, in order to keep America running.

Starting salaries for mission critical operators average around $60,000 a year. Do you have what it takes?

There are many career paths in Mission Critical Operations and each provides the opportunity to be highly impactful in the business while being part of a strong team. Whether students focus on information technology or operations technology, jobs in this industry require people who are able to think independently, solve problems logically and stay focused in situations where continuous operation is jeopardized.

Sheila Molino
Executive VP 7x24 Exchange Carolinas Chapter
In the IT industry, Mission Critical Operations is the merging of Network and Facility Management with Data Center Planning and Construction into one cohesive team supporting the heartbeat of the company.

**Paul A. Marcoux**
SVP, BB&T Mission Critical Services

While mission critical jobs require skills in both operations technology and information technology, job roles can potentially focus more in one area or another. To accommodate this, the program, which offers degrees, diplomas, and certificates, is divided in two tracks.

Core competencies for the **operations technology** focused track include:
- Critical Site Operations
- Industrial Automation
- Industrial Controls
- Industrial Systems Schematics
- Industrial Safety
- Life Safety Systems
- SCADA Systems
  ...and more!

Core competencies for the **information technology** focused track include:
- Building Automation
- Critical Site Operations
- Cyber Security
- IT Business Concepts
- Networking
- Unix/Linux
- Industrial Safety
  ...and more!
After completing the Mission Critical Operations Program, many opportunities will be available to you as a mission critical operator.

Industries that employ mission critical operators include:

- Banks
- Communications
- Critical Laboratories
- Data Centers
- Emergency Services
- Hospitals
- Military
- Power Plants
- Water Treatment Facilities
...and many others

Or, you could choose to transfer your credit toward a bachelor’s degree at a four-year college or university like the university partner with the National Consortium for Mission Critical Operations, UNC-Charlotte.

The NCMCO also offers professional development courses for individuals and industries already in the mission critical field.

For more information:

www.ncmco.us