

Senior Operations Manager

Description

The Senior Operations Manager partners with the Director of Global Infrastructure and Operations Support and the Chief Information Officer to manage overall IT day-to-day operations to improve infrastructure costs, performance and end-user satisfaction. This manager will have a high degree of visibility and major impact within the organization. Given the significance of the functions in this arena, it will be critical that the candidate be an experienced and poised IT professional who has a solid understanding of the services provided. The manager will collaborate with senior management to create and advance operational strategies in support of department and organization goals, and to ensure the infrastructure has the capability to support new technologies and maintain high levels of performance and reliability. This position plays a key role by providing leadership in planning and managing computer operations and production support, systems and database administration and network operations.

Duties and Responsibilities

- Provide overall direction and guidance for operation and facility functions
- Provide leadership and mentoring. Coordinate all projects and efforts with other work groups and ensure projects are completed on timely basis.
- Develop an intimate understanding of the business issues, strategies and challenges as they relate to systems operations. This individual will work closely with other information technology managers to address these needs, as well as to anticipate the future needs of the business.
- Position the innovative use of information technology to handle the peak operation and quick response requirements of the business.
- Construct and administer programs and procedures to ensure standardization and reliability through the use of technology, as it relates to capacity planning and performance tuning.
- Ensure systems are employed for continuous service improvement including the implementation of systematic approaches necessary to avoid recurring problems
- Implement and improve ITIL service management processes such as Change Management, Configuration Management, Problem Management, Incident Management, etc. to guarantee service level requirements are met.
- Establish and maintain strong working relationships with subordinates, peers, executives and customers.
- Work with the leadership team in establishing requirements and agreements · Manage compliance of contracts and service levels for customers and vendors.
- Monitor, analyze and report performance metrics to IT senior leadership.

Qualifications

- Bachelor's degree in Computer Science, Information Systems, IT, Business or other related field.
- Minimum 15 years of overall IT experience.

- Minimum 10 years in a leadership role.
- Excellent written and verbal communication skills.
- Must be able to deliver in an environment of competing priorities and changing project scope.
- Good time management skills, i.e. the ability to take on and prioritize several major initiatives.
- Good interpersonal skills and a high level of professionalism.
- Confidence and poise. Ability to present, instruct and interact with personnel at all levels.
- Experience with cost analysis, including budget preparation and management.
- Strong conflict resolution and problem solving skills.
- Strong understanding of and practical experience with the ITIL framework.
- Specific experience in establishing and managing against key performance metrics.
- Demonstrated ability to innovate and provide thought leadership necessary to advance capabilities and improve results.
- Presentation experience to technical and non-technical audiences.