



CAMBRIDGE
INTERNATIONAL SCHOOL

IT Operations Manager

Role Description

Purpose of the role:

The IT Operations Manager's role purpose is to plan, organize, and manage staff and overall operations to ensure the stable operation of the organization's IT. This includes user support and operational processes like incident management, problem management and request fulfillment, maintenance and troubleshooting activities and optimization initiatives. The mission of this role is to maintain availability of IT services in the domain of IT Operations Team responsibility (according to valid IT Service Catalogue) at agreed level. This involves key functional areas, particularly network infrastructure, server infrastructure, data communications, telecommunication systems, IT tools and applications and of course computing equipment (both HW and SW) used by company staff where proper computer operations are ensured so that end users can accomplish business tasks. Development activities may be scoped wherever required and agreed. The IT Operations Manager also ensures resolution of service incidents and problems as well as requests fulfillment in agreed times (SLAs and OLAs).

IT Operations Manager proposes, plans, coordinates, manages, and evaluates IT related activities of the organization, as well as provides administrative direction and support for daily operational activities of the IT team.

IT Operations Manager will also work closely with decision makers in other departments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

IT Operations Manager leads the IT Team of 2 IT helpdesk technicians that is responsible for receiving, prioritizing, documenting, and actively resolving end user service requests, requests for help or support and reported incidents. He/she acts as a Senior IT Administrator and provide support to IT/System Administrators wherever Problem Management process requires extensive knowledge, experience or specific skills of IT Operations Manager and resolution require that he give in-person, hands-on help at the desktop, server or network element level. He is responsible for managing and tuning computer software systems, server platforms, databases and network connections to ensure agreed levels of availability and security of the supported business applications.

IT Operations Manager participates in the planning, designing and implementation of policies and procedures to ensure system provisioning, security and maintenance that is consistent with company goals, standards adopted by company, industry best practices, and regulatory requirements.

Duties and responsibilities:

Strategy & Planning

- Lead the IT Team in terms of operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.

- Design and implement short- and long-term strategic plans to ensure IT infrastructure capacity meets existing and future requirements.
- Ensure that applications meet corporate objectives, support agreed processes and workflows, fulfil end-user requirements, and identify and resolve business requirements issues.
- Gather, analyse, and define end user requirements for access to application data and usability in accordance with business objectives.
- Develop, implement, and maintain policies, procedures, and associated training plans for infrastructure administration and project management.
- Participate in the development of IT strategies in collaboration with business stakeholders.
- Conduct research and make recommendations on products, services, protocols, and standards in support of all infrastructure procurement and development efforts.
- Establish service level agreements with business units, maintain & update the IT Service Catalogue.
- Cooperate with CFO to manage financial aspects of the IT Department, developing annual budget and plans, managing budget and expenditures approval & tracking in the field of IT infrastructure and systems.

Acquisition & Deployment

- Support execution of IT roadmaps by involvement in purchasing, vendor negotiations and administration, outsourcing, contracts and service agreements.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Analyse documentation and technical specifications of any application supported by IT Team under consideration to determine its intended functionality.
- Ensure that any new software integration into company systems meets functional requirements, system compliance, and interface specifications.
- Benchmark, analyse, report on, and make recommendations for the improvement and growth of the IT infrastructure, IT systems and applications.
- Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.
- Negotiate with vendors, outsourcers, and contractors to secure infrastructure-specific products and services.
- Assist with the planning and deployment of infrastructure security measures.

Operational Management

- Manage and provide the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, peripherals and applications.
- Oversee provision of end-user services, including help desk and technical support services.
- Manage HW assets and SW licenses to maintain vendors licensing policies compliance.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.
- Formulate and conduct training sessions and teaching materials for propagating IT systems & applications knowledge throughout the organization.
- Recommend, schedule, and perform software improvements, patches, upgrades, and/or purchases.

Requirements:

- University degree education in information technology is preferred
- 10+ years of previous experience in similar managerial role, ideally in medium-sized organization
- Experience within a school or related sector is highly desirable, but not essential
- Excellent understanding of all computer systems, mobile devices and other technology and relevant products available on the market
- Strategic thinking and passion for innovation in IT
- Strong communication and presentation skills both in English and Slovak language, previous experience in delivering training sessions for users highly appreciated
- Customer service orientation and attention to detail
- Leadership personality, able to inspire others and lead by own example
- A team player who is willing to take initiative, share knowledge and assistance as well as being open to learning and applying new skills/knowledge
- Works well under pressure and is able to handle multiple tasks effectively
- High level of accountability and reliability