

IT Operations Manager

February 2019



Job Purpose

The IT Operations Manager is responsible for the efficient operations of IT infrastructure and providing IT service support to meet the current and future needs of the business

Key Responsibilities

Leadership

- Be an effective and engaged Leader by establishing direction and purpose for your team members that is aligned to the Company Vision.
- Lead the team to achieve results within resource and budget levels.
- Role model our values by actively participating and driving our core people processes and company practices with your team. The processes include performance excellence, career planning and succession planning.
- Promote wellbeing and build capability of team members to ensure that they can achieve their targets in a constructive way.
- Coach, mentor, and lead staff. Identify, disseminate and deliver best practice across a department or group.
- Executing the strategic vision for information management.

Technical

- Planning and managing the delivery, deployment and maintenance of information technology across the organisation.
- Lead IT projects as required.
- Operational management of all IT infrastructure.
- Asset management of IT inventory and ensuring equipment for new staff is delivered and configured on time.
- Defining processes, implementing standards and managing change. Performance management of our current contracted service providers and maintaining relations with key consultancies and partners to leverage external assistance when required.
- Work closely and effectively with other members of the Operations team to ensure best practice information security is adopted and put in place and roadmaps are aligned. Share resources for project implementation.
- Develop and maintain contact and relationships with internal teams and stakeholders to understand their technology, support, and infrastructure needs.
- Responsible for IT Infrastructure and operations aspects of business continuity planning and disaster recovery.
- Contribute to the development and maintenance of an IT road map of projects and improvements.
- Prepare IT budgets and keep track of expenditure against budgets.
- Work with the Business to ensure fit for purpose technological equipment, software and services are purchased in line with appropriate policies and procedures.
- Manage IT software assets to meet licensing compliance requirements.
- Lead the desktop support team and deliver technical support to the global organisation.
- Systems administration for Unix/Linux/MAC and Windows systems.
- Deliver and maintain reliable audio and video communications services and assets.
- Such other responsibilities that may reasonably be assigned from time to time.

Organisation

- Complete and ensure others complete administrative tasks in an accurate and timely manner.
- Champion safe working practice of self and others in accordance with Health and Safety Procedures .
- Observe, comply and provide significant input into developing policies, procedures and strategy and quality management systems.
- Model effective communication and champion the provision of constructive feedback.
- Support and positively champion Endace's overall organisational vision, values and culture.
- Lead and disseminate best practice across the wider business.

Competency Profile

Previous experience

- Degree educated with a proven career in IT.
- Experience managing multiple technology suppliers to deliver an integrated roadmap.
- Experience delivering IT services to a geographically spread team and working for a global company with offices and teams in different time zones.
- Proven experience of applying ITIL principles.

Technical

- This role requires broad technical knowledge and you must be comfortable with Linux, Apple and Microsoft technologies and have a strong understanding of VMware Virtualisation.
- Experienced with Microsoft AD, Group Policy, ADFS and Exchange.
- Experience with the administration of a mix of systems and operating systems (Windows, Linux, Mac).
- Sound problem solving abilities.
- Have knowledge of Anti-Virus Software, Security Issues, Mobile Device Management and back-up strategies.
- Occasionally work outside of standard office working hours.
- Ability to travel, internationally and domestically, as required.

Core

Interpersonal Skills

- Understands the attitudes, interests, needs and perspectives of others. Able to interpret non-verbal behaviour of others such as moods and feelings, with the capability of adapting behaviour to different situations.

Achievement Drive and Energy

- Listens carefully and non-defensively to various points of view whether or not they agree with these.
- Strong drive for success and relentless pursuit of achieving results.
- Dedicated, committed, enthusiastic, positive and motivated. Has courage and persistence in convictions no matter how difficult the task.
- Is action oriented and pursues everything with energy and drive.

Planning, Organising and Prioritising

- Passionate about success and winning.
- Devises and drives work plans that have localised impact.
- Keeps a view of business priorities and redefines own

- and team’s priorities in line with expectations and objectives.
- Communication Skills
 - Able to communicate logically, clearly, effectively and confidently at all levels.
 - Listens intently and ensures other party feels they have been heard and understood.
 - Can convince across functional areas, completing and often opposing views to gain agreement.
 - Customer Service
 - Anticipates potential problems and initiates ways of improving standards
 - Adapts services and systems to meet customers’ needs. Anticipates changes in demand and develops services to meet future needs
 - Tolerance to Ambiguity
 - Is consistently drawing together and presenting reasonable conclusions from incomplete evidence and data.
 - Takes action and provides clarity for others in situations where details are not clear.
 - Empowering Others
 - Guides and develops others to generate performance consistent with organizational goals and values.
 - Enables people to act and holds them accountable for their actions.
 - Change Orientation
 - Develops change strategies at department level and provides leadership through change.
 - Facilitates change and ownership in own areas and across business units and stakeholders.
 - Leading Others
 - Is a natural and inspirational leader, who inspires dedication, commitment and enthusiasm in others.
 - Provides clear expectations and direction. Uses different leadership styles, leads by example and operates with integrity.

Date: February 2019
Title: IT Operations Manager
Position Reference: END064
Department: Operations, IT
Physical Location: Auckland or Hamilton
Responsible to: Director of Business Operations

Job Code: 18005
Level: Level 5
Employment Status: Permanent
Hours: Fulltime
Budget Level: Defined in Policy
Team Leadership: Up to 5