

IT Operations Manager Job Description template

IT Operations Manager Job Description Template/Brief

We are seeking an IT Operations Manager to oversee our company's IT infrastructure and operations. This role involves managing the day-to-day IT activities and ensuring the smooth functioning of all IT systems. The ideal candidate should have strong technical expertise, leadership skills, and experience in managing IT teams.

IT Operations Manager Job Profile

As an IT Operations Manager, you will be responsible for the maintenance and optimization of our IT infrastructure. You will lead a team of IT professionals to ensure efficient IT operations and quick resolution of any technical issues. This role requires strategic thinking and problem-solving abilities to enhance IT service delivery.

Reports To

The IT Operations Manager reports to the Chief Information Officer (CIO).

IT Operations Manager Responsibilities

- Manage and monitor all installed systems and infrastructure.
- Ensure security and data protection across all IT systems.
- Lead IT staff by recruiting, training, and coaching team members.
- Design and implement new IT solutions to improve business processes.
- Manage IT budgets and optimize expenses.
- Coordinate and supervise IT projects and ensure timely delivery.
- Develop and implement IT policies and procedures.
- Ensure system availability and performance meet service level agreements.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Stay up-to-date with the latest technology trends and integrate them into operations.

IT Operations Manager Requirements & Skills

- Proven experience as an IT Operations Manager or similar role.
- Strong technical knowledge of IT systems and infrastructure.
- Experience in managing IT budgets and projects.
- Excellent leadership and team management skills.
- Strong problem-solving and communication skills.
- Familiarity with data protection and privacy regulations.
- Ability to work in a fast-paced environment and prioritize tasks.
- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Experience with network management and cloud computing.