POSITION DESCRIPTION

Title: **Manager IT Operations**
Department: **Information Technology**
Immediate supervisor: **Director Information Technology**

CORE ACCOUNTABILITY

The Manager IT Operations plays a critical leadership role in ensuring the reliability, security, and efficiency of the organization's IT infrastructure. This position oversees the Service Desk and System Administration functions, ensuring high-quality support and operational excellence across all technology platforms. The Manager is responsible for the planning, implementation, and maintenance of network infrastructure, ensuring it meets the evolving needs of a dynamic investment and pension fund management environment.

A key accountability of this role is the development and enforcement of control objectives and operational procedures that align with industry best practices and regulatory requirements. The Manager ensures compliance through regular reviews, audits, and continuous improvement initiatives. This includes responding to internal and external audit inquiries and implementing corrective actions to address any findings.

The Manager also leads inventory management of user hardware and software licensing, contributing to the annual budgeting process and ensuring cost-effective procurement and lifecycle management. Additionally, the role is responsible for maintaining robust backup and recovery procedures that support the organization's business continuity and records management strategies.

MAJOR RESPONSIBILITIES

1. Lead and manage the IT Service Desk and System Administration functions to ensure timely and effective support.
2. Oversee the planning, implementation, and maintenance of network infrastructure and related systems.
3. Define, document, and enforce IT control objectives and operational procedures.
4. Ensure compliance with internal policies and external regulatory requirements.
5. Respond to internal and external audit requests and resolve any identified findings.
6. Manage inventory of user hardware and software licenses, supporting the annual budgeting process.
7. Maintain and test backup and recovery procedures to support business continuity.
8. Support organizational records management requirements through appropriate IT systems and practices.
9. Monitor system performance and implement improvements to optimize reliability and efficiency.
10. Collaborate with other departments to align IT operations with business goals.
11. Stay current with emerging technologies and recommend strategic upgrades or changes.
12. Develop and mentor team members to build communication, problem-solving, and technical capabilities.

COMPETENCY PROFILE

1. University or college degree in Computer Science, Information Technology, or a related field.
2. Minimum of seven years of progressive experience in IT operations, with at least three years in a managerial role.
3. Strong knowledge of network infrastructure, system administration, and IT Service Management.
4. Familiarity with virtualized server environments, administering Microsoft 365 and on-premises solutions, and implementing mobile device management (MDM) strategies to support secure and efficient operations are all assets.
5. Experience in managing audits and implementing compliance measures.
6. Proven ability to manage hardware and software inventory and licensing.
7. Familiarity with backup/recovery solutions and business continuity planning.
8. Certifications such as ITIL, CRISC, or CISSP are considered assets.
9. Excellent leadership, communication, interpersonal, and customer service skills.
10. Strong analytical and problem-solving abilities.
11. Membership in relevant professional organizations (e.g., ISACA, CIPS, CIOCAN, ISC2) is an asset.