



IT Operations Manager

Rolf C. Hagen Inc. is currently looking for an IT Operations Manager to join its team! As the IT Operations Manager, you will lead the IT Operations to ensure continuity of our technology infrastructure and operations. You will oversee and direct the day-to-day activities of the company's IT department ensuring that systems, services, and infrastructure are reliable and secure. You will also manage operation and maintenance of networks and servers, respond to user help desk requests, and monitor system stability and performance. You will provide guidance and leadership to direct reports but also directly support end users by handling escalations, resolving user issues, and monitoring the performance of business-critical systems to prevent delays and outages and quickly resolve ongoing issues.

Responsibilities

- Manage daily operations of the global infrastructure data network, server operations, telephony services, help desk, software etc.
- Manage help desk and ticket execution
- Prepare and maintain documentation of infrastructure, including diagrams and configuration information
- Create and maintain performance metrics used to measure and improve performance on ticket management
- Monitor and report on KPIs and SLAs, ensuring high performance and availability of all external partners
- Develop and maintain SOPs for all departmental services and processes
- Actively participate with team in research and development of new technology
- Develop relationships and maintain a well-trained staff, managing individual and team performance
- Manage inventory of all company assets, services, and contracts
- Project management and implementation
- Work cross functionally with team to provide services, prioritize tasks and respond to our internal and external customer requirements
- Apply tactical and strategic changes to continually improve performance
- Ensure systems and data are secure as required by internal and external policy
- Establish, maintain, and manage key vendor relationships and support contracts for related technical systems, hardware and software
- Cultivate effective working relationships working in partnership with all Brands and divisional offices to achieve goals
- Process Management – Good at figuring out the processes necessary to get things done; knows how to organize people and activities
- Decision Quality – Makes good decisions based upon a mixture of analysis, experience and judgement

- Planning – Accurately scopes out length and difficulty of tasks and projects; set objectives and goals; breaks down work into the process steps
- Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers
- Action Oriented – Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; seizes more opportunities than others
- Operational Excellence – Continuously strives to meet financial and operational objectives
- Flexible to work evenings and weekends occasionally
- Manage one direct report and potentially more
- Overnight travel up to 10% throughout the year.

Qualifications

- Bachelor's or College degree, or relevant professional designation is an asset
- 5-10 years of experience in IT Operations roles
- Strong knowledge of ERP Systems, implementation and upgrade experience an asset
- Salesforce CRM experience an asset
- Experience with Windows 2008, 2012, 2016 – Active Directory/DHCP/DNS
- Experience with Office 365
- Experience with EDI, API, ETL tools
- Experience with SQL/PLSQL an asset
- Experience with Android and Iphone setup
- Experience with MACs
- Knowledge of Oracle hardware and software an asset
- Knowledge of Oracle Virtual Manager and VMWare an asset
- Excellent computer skills in Microsoft Office (Excel, Access, Word, PowerPoint, CRM)
- Good knowledge of IT processes, product and information flow
- Excellent communication skills in a team environment, both verbal and written
- Bilingual, in English and French, spoken and written.

If you are passionate about taking the next step in your career and you want to be part of a successful company, do not miss out on this opportunity; send in your CV and cover letter today

HResources-Can@rchagen.com

We thank all applicants for their interest but only those selected for an interview will be contacted.