JOB DESCRIPTION

| **Title** | OPERATIONS & IT MANAGER | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Operations & IT Manager is in charge of ensuring that the company's day-to-day operations run seamlessly. This individual will be in charge of high-level operations, human resource and information technology functions.

The HR function includes recruiting talent as well as establishing training standards and hiring procedures, whereas the IT function includes addressing network infrastructure and system issues as well as ensuring that the company's IT systems are secure, consistent, and reliable.

**Duties and Responsibilities**

General Duties and Responsibilities

* Supervises [Organization Name]’s daily operation and its components, ensuring compliance with applicable federal and provincial laws.
* Develops or assists in the formulation and implementation of policies and procedures to ensure the unit's efficient and safe functioning.
* Conducts reviews and interpretations of financial and operational data as necessary; coordinates and develops periodic financial and/or operational analyses, and prepares financial/business reports for senior university officials; may assist in the preparation of contract and/or grant proposals, as well as other unit reports.
* Replies to numerous community and/or business meetings, committees, and task forces on behalf of the organization; support existing and new initiatives and/or policies.
* As appropriate, supervises one or more specific operating and/or service activities within the unit.
* Contributes to the creation of yearly operational budgets and oversees the unit's fiscal management.

HR Function

* Oversees personnel supervision, including job assignment, training, promotion, compliance with internal policies and procedures, and problem resolution; reviews performance and provides personnel action recommendations; motivates staff to attain peak productivity and performance.

IT Function

* Oversees the maintenance and optimisation of company networks and servers on a local level, management of devices and passwords, and management of hardware and software installations, upgrades, and configurations.
* Supervises data backup and security operations system-wide (e.g. user authorization, firewalls)
* Evaluates system performance and recommends enhancements
* Resolve issues raised by by technicians and engineers
* Ascertains data handling, transfer, and processing comply with applicable laws and company policies.
* Manages contracts and software licenses with vendors (e.g., development platforms, telecommunications companies, and password managers).

**Qualifications**

* University degree in Computer Science, or another applicable field
* X years of proven Management experience, particularly in IT and HR
* Ability to examine and re-engineer processes and procedures, formulate policy, and develop and implement new strategies and procedures.
* Working knowledge of business practices and processes.
* Knowledge of applicable laws, regulations, policies, and procedures in the specialty field.
* Capable of fostering a collaborative work atmosphere.
* Budgeting, cost estimation, monitoring, and fiscal management principles and procedures knowledge.
* Possess an understanding of management ideas and procedures.
* Interpersonal and communication skills are critical, as is the ability to work effectively with a diverse range of stakeholders in a diverse community.
* Competencies in employee development and performance management.
* Capable of developing and preparing in-depth financial/business studies.
* Capacity to oversee and train personnel, including the ability to organize, prioritize, and schedule job tasks.
* Capacity for efficient communication, both verbally and in writing.
* Additional duties as assigned.

**Core Competencies**

* Strong communicator, outstanding verbal and written communication skills
* Experience managing a large team, stakeholders, and multiple projects
* Capacity to manage high stress situations
* Expertly able to manage situational conflict
* Ability to multi-task and manage various project elements simultaneously
* Enhanced problem-solving skills
* Excellent time-management skills
* Adherence to best practices
* Ability to contribute to planning and support processes
* Ability to think strategically and evaluate option in the short, medium, and long term
* Able to simplify complex problems, processes or projects and evaluate systematically
* Adapts to different situations and draws from a range of strategies to persuade people in a way that results in agreement
* Able to build and maintain effective working relationships with a range of stakeholders

**Working Conditions**

* This position is set in an office environment
* The standard workweek for this position is [insert #] hours. The standard business hours for this position is [insert core hours].
* Hours worked outside of the standard work schedule may be required
* This position is subjected to high pressure due to work volume, numerous competing demands, time sensitive schedules and goals, dynamic priorities, interruptions and an overall fast pace
* Ergonomic: Sitting for long periods of time, exposure to computer/laptop/mobile device screens for long periods of time, repetitive hand/arm movement