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# Example of IT Operations Job Description

Our company is growing rapidly and is looking to fill the role of IT operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for IT operations

* Directs teams of technical, professional and management staff in the successful fulfillment of IT service delivery commitments
* Oversees the execution of enterprise technology standards, governance processes and performance metrics to ensure IT delivers value to the enterprise
* Drives infrastructure planning, engineering and deployment
* Oversees the formulation of IT procedures, and performance management processes and measures
* Directs resource management, with reference to the IT workforce plan
* Lead any cross functional projects that involve IT or an improvement of the ERP system
* Drive improvements for accounting with the third party outsourced provider for Sage 200
* Put in place process maps, drive team performance & aid business growth
* Leading the setup of all pop up stores, subsidiaries and branches and move to effective operational status
* Create and maintain all supplier SLA’s, continually reviewing to ensure they’re always up to date

## Qualifications for IT operations

* Developing and then maintaining a strong understanding on Bank standard ITSM processes, including change/incident/problem
* Contributing to the management and governance of the requirements for successful transitions to ITS Operations
* Acting in a consulting capacity as required on technology, process or governance topics within area of expertise
* Position will require travel within the US and internationally, potentially at short notice
* Working business knowledge of credit/debit cards and related industry partners and processes, including card network standards such as EMV
* Banking systems background in a batch and or real-time