



Example of Manager, IT Infrastructure Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is hiring for a manager, IT infrastructure. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for manager, IT infrastructure

- Develop Service and Business Level Agreements to set expectations and measure performance
- Take on a wider customer service role - Communicate and coordinate IT-related issues and activities between IT Services and various user communities
- Provide data and reporting of KPI's and trends in ad-hoc, weekly, monthly and as needed
- Leader of IT Infrastructure and Data Center Operations
- Owns, manages and delivers the Technology innovation, strategy, roadmaps and associated projects with close collaboration and alignment with IT and business leadership teams
- Analyze, implement, and manage effective improvements in the maintenance and operations processes and Infrastructure
- Organizes, ensures and optimizes Infrastructure Operations and Performance
- Recommend the purchase of equipment needed to sustain responsive services and cost-effective operations
- Ensure all project & support activities comply company's process standards and apply methodologies to assure a firm delivery of security and audit requirements
- Ensure team's adherence to company's Incident, Problem, Change and Release Management processes

Qualifications for manager, IT infrastructure

- Bachelors degree (Masters or MBA preferred) in Finance, Accounting or Information Systems Management
- This lead role is predominantly a distribution and execution focused channel for the above core "run the bank" operational security services to the regional IT Infrastructure operations as a regionally aligned service, equating to approximately 85% of time
- Manage the integrity of security design (including PCI Compliance) and engineering for the network and systems, including the implementation of backup and recovery processes
- Upgrade systems by conferring with vendors and services
- Performs a variety of tasks as required by the VP of Enterprise Solutions
- Bachelor's degree in the field of Computer Science, or related area