

# Senior Manager, IT Operations

## HSBC Technology & Services

Closing date: 23 May 2014

HSBC Bank Bermuda Limited is seeking a highly experienced IT professional to fill the role of Head of IT Operations. The incumbent will be responsible for providing technology infrastructure services for the Bank. This position reports to the Regional Head of ITO - HBEU and to the Country COO. IT Operations responsibility includes oversight of IT Operations functions including: Enterprise Technologies: Mainframe, midrange and distributed processing and storage engineering and support, infrastructure software, middleware and database engineering and support. Communications Systems Support: Desktops, laptops, branches, ATM's, telephones, wireless, cabling, moves and changes, help desk and call center support. Project Management: Project office and project management for large, complex cross functional infrastructure technology projects. Management Information and Commercial Support: Commercial reporting and analysis, budget creation and tracking, audit management, operational risk management, vendor risk management, metrics and standard reporting.

### Responsibilities

- Manage technology infrastructure services for the Bank and Consumer Lending and provide infrastructure services cross borders
- Partner with Software Delivery to provide complete IT services to the business lines and Global IT as appropriate. Partner with Information Security and Risk to ensure appropriate access and system/data controls
- Maintain governance over operational risk and ensure compliance with Group Instruction Manuals, audits, regulatory matters and internal controls
- Lead and develop an effective team through communication, performance management, development plans and reward/recognition practices. Cultivate an environment that supports diversity and reflects the HSBC brand

### Minimum qualifications

- University Degree in Information Technology or equivalent with 10 years' experience in similar role preferably in the Banking industry
- Extensive knowledge of technology, processes, and practices associated within an IT operations environment
- Extensive knowledge of Global and Regional IT Operations including sector trends and regulatory environment
- Demonstrated experience with managing teams of IT professionals within matrix management environment

Interested applicants are invited to apply by sending your résumé and cover letter to:

**Email:**  
recruitment.dept@hsbc.bm

**Fax:** 299 6524

**Post:** Recruitment Department,  
Human Resources, HSBC  
Bank Bermuda Limited, 37  
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at [www.hsbc.bm](http://www.hsbc.bm). All enquiries will be held in strict confidence.

