



Ignition Ltd is a leader in offshore technology services with clients in 34 countries. Founded in 1998 in Bermuda, Ignition has grown significantly and is one of the leading regional IT services providers focusing on Managed IT Services, Business Continuity, Cloud Hosting and a wide range of Business Solutions. Ignition is located in Bermuda, Halifax, Atlanta and the Cayman Islands with representative offices in Curacao, Bahamas, Jamaica and Trinidad.

In order to support continued expansion, Ignition Ltd is seeking to recruit for the following position:

## **IT OPERATIONS MANAGER**

### **Job Summary**

The Manager, IT Operations is primarily responsible for managing and leading the IT Operations team to achieve the operational objectives as defined by the Senior Management. This includes (but is not limited to) meeting Service Level Agreements (SLAs) for our internal and external customers, defining and executing maintenance plans, managing / mitigating risk associated with IT systems, rolling out new technologies to the organization, and executing the technology component of the company's projects and business initiatives.

### **Essential Duties/Responsibilities**

- Staff and manage the IT Operations team appropriately to meet the needs of the organization
- Prioritize tasks, set deadlines, and delegate workload appropriately
- Monitor performance, coach, and provide feedback to the IT Operations team; professional development
- Lead documentation efforts, and provide training opportunities for IT team
- Continue to implement and adhere to ITIL, ISO and SSA16 process control and change management best practice.
- Maintain Disaster Recovery Action Plan, including regular response exercises
- Bi-directional communication with senior management to negotiate priorities, deadlines, and budgets

### **Competencies/Qualifications**

- Superior customer service with a positive attitude toward solving problems
- Strong analytical, problem solving, and issue resolution skills with attention to detail
- Able to multi-task and work well under pressure.
- Ability to identify, prioritize and execute tasks to meet the needs of our staff
- Proven interpersonal, written, and oral communication skills
- Ability to interact effectively with end users and/or external technical support representatives
- Ability to be a team player while working with different business units
- Ability and desire to learn
- Proven leadership abilities, preferably experience as a first-line manager
- Prior experience as a Senior Systems Administrator, including proficiency in the following areas:
  - Microsoft Windows (both Server and Desktop OS)
  - OSI Model (specifically switching, routing, and firewalls)
  - Active Directory, including Group Policy Objects
  - Voice over IP (VoIP) and basic telephony
  - Virtualization
  - Storage Area Networks
  - Backup and Recovery

### **Requirements**

- 4-year degree in Computer Science or related field (equivalent certifications / relevant work experience will also be considered)
- Minimum 5 years of prior experience as a senior systems administrator
- Minimum 5 years of prior experience providing customer service to end users

Please send your resume and a covering letter to:  
Human Resources

Ignition Bermuda Ltd, 48 Par-La-Ville Road, Suite 829, Hamilton HM 11

Or email: [hrbizsol@ignition.bm](mailto:hrbizsol@ignition.bm)

**Closing date: September 19, 2014**

This is NOT a Work Permit Renewal