

# We're hiring Operations and Support Manager.

## Overview

The primary objective of the position is to manage the operational and technical support function within the Deloitte offices of the Caribbean and Bermuda region ("CBC"). Innovative thinking and the ability to adapt to an evolving global strategy will be essential to this role delivering a high level of service to Deloitte employees at all levels and to meet the business expectations of a highly available and agile infrastructure across the region.

This role will be based in the offices of the CBC and will ensure the delivery of service level agreements, managing resources both people and information technology systems and directly contributing to the vision of the company. The Operations and Support Manager will report directly to the CIO.

As a member of the Deloitte IT team, the role is extremely visible to all offices within the CBC and as such requires a highly developed ability to communicate effectively with other skilled analysts regionally while also providing excellent customer service to all Deloitte practitioners.

## Required Skills Include:

- 15+ years of experience in the management of IT service delivery for one or more of the following areas: Active Directory and Messaging, Enterprise Management systems, Change and Release management, Service Desk and Incident Management, End User communications
- 7+ years of experience managing large cross functional IT Teams
- Designs, implements, and monitors security compliance in accordance with technology standards, policies and procedures
- Demonstrated experience in working with diverse business groups and IT Leadership.
- Demonstrated experience in financial management principles as they relate to IT budget planning
- Proven ability to work within a team environment, manage multiple IT Resources, and adapt to frequent change
- Proven ability to influence and lead cross-functional teams in an environment of competing interests and limited resources
- Advanced problem solving skills and the ability to work collaboratively with other departments to resolve complex issues with innovative solutions
- Capable of building sustainable relationships with colleagues, business partners, and vendors
- Abstract thinking abilities, balancing between academic and pragmatic approach
- Consistently demonstrate professional, positive, and approachable attitude/demeanor and discretion.
- Demonstrate sensitivity in handling confidential information
- Work and communicate with a wide range of people – peers, vendors, the public, practitioners including PMO leadership, and others

## Required Skills & Experience:

- Serves as the technical and communications liaison to and from stakeholders and key practitioners for communications, initiatives, needs assessments, etc.
- Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions, LAN and PC equipment
- Communicating (verbally and in writing) at all levels of the organization, including C-Level executives
- Performs complex software/hardware troubleshooting, patches and re-installations in cooperation with the Service Desk and in accordance with established SLAs
- Working directly with the PMO to coordinate cross functional projects
- Responsible for local inventory maintenance and software license management
- Responsible for monitoring data backups in offices to ensure that they are completed on a regular basis.
- Continually demonstrating strong interpersonal skills, relationship building and customer service orientation
- Exercise independent judgment. Work affords significant opportunity to act independently on assigned tasks
- Financial responsibility will include working within a budget to complete projects, negotiating and contracting with vendors, assisting with budget development, and meeting targets

## Education/Skills/Knowledge

- Minimum of Bachelor's degree in computer science or business administration, or equivalent related experience
- Professional certifications as appropriate
- Knowledge of current trends in the specific field
- Familiarity with support and troubleshooting of personal computers
- Training ability/experience a plus

Applications should be sent in writing, marked

"Private & Confidential", to:

## Talent

**Deloitte Ltd.**  
**Corner House**  
**20 Parliament Street**

**P.O. Box HM 1556**  
**Hamilton HM FX**  
**Tel: (441) 292-1500**

**Ref: Operations and Support Manager**

or by email to [recruitment@deloitte.bm](mailto:recruitment@deloitte.bm)

Tel: (441) 292-1500

Deadline for application:

November 14, 2014



# Deloitte