

On behalf of our client, Oxygen Ltd, we are seeking a **Technical Operations Manager**. Oxygen is a Bermuda based IT Company offering Managed Service Support, Cloud hosting, telephony, and consultancy. Oxygen focuses on world class support services and is a certified Microsoft, VMware and Citrix partner.

### **SUMMARY OF POSITION**

To manage, maintain, develop and support Oxygen's core IT infrastructure, cloud based hosting, service desk and infrastructure team, products and services.

### **Key Responsibilities and Accountabilities**

- Oversee day to day operations including managing and maintaining datacenter hosted infrastructure, desktop and server estate
- Managing support teams to effect resolution of incidents within SLA
- Project managing IT driven initiatives from design to implementation
- Analyzing business processes and solutions in line with ITIL standards
- Maintaining customer service and quality through service improvement programs
- Disaster recovery planning and business continuity including risk assessment
- Ensure data is handled, transferred and processed according to legal and company guidelines
- Develop IT policies and procedures

### **Core skills and experience required**

- Strong technical skills in Microsoft, VMware and Citrix technologies
- Proven track record of working with secure and critical infrastructures
- Proven experience of leading technical projects from design to implementation
- Proven experience of working within an ITIL framework
- Proven ability to document processes, procedures and solutions
- Proven experience of managing a technical team, including staff appraisals and mentoring
- Experience of working in the financial sector or other regulated industry with a strong understanding of governance and change control.
- Strong leadership and organizational skills
- Good understanding of current and upcoming IT market trends and technologies

### **Qualifications**

- Microsoft Certified (required)
- Project Management Certified (required)
- ITIL Certified (required)

Interested candidates please submit CV and supporting references to: The Platinum Group Ltd., Sofia House, 48 Church Street, Hamilton HM 12, Bermuda, Tel: 441 296 4090 - email: [careers@platinumgroup.bm](mailto:careers@platinumgroup.bm)

**Closing Date: April 20<sup>th</sup>, 2019**