

THE BERKELEY INSTITUTE

(founded in 1897)

"Respice Finem"

**Accredited by Middle States Association of
Colleges and Schools**



The Berkeley Institute IT Operations Manager

Job Description

Title Operations Manager
Department(s) Information Services Department
Reports to Director of Technology Services

Job Summary

Candidate will report to the Director of Technology Services and be responsible for the day to day running of the Information Service Department (ISD) Operations; will see to it that the services provided by this group are delivered efficiently and reliably.

Candidate will manage a team of 2-Network and Systems Administrators, and will be responsible for mentoring them.

Summary of essential job functions:

- 1) Ensure that Helpdesk SOPs are strictly adhered to by ISD staff.
- 2) Manage Communications between ISD Staff Members and the Berkeley Community as it relates to The Berkeley Institute Network Environment (i.e. maintenance schedules, network and security notifications, policy updates, service delivery, etc.)
- 3) Responsible for mentoring, training, counseling, and supervising the performance appraisal process for the Information Services Department Team.
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- 5) Raising and Updating dockets and ensure service calls are efficiently resolved as outlined by the Director of Technology Services.
- 6) SLA & Policy Enforcement (ITIL)
- 7) Change Management
- 8) Organizing Meetings & Logistics
- 9) User/Client Network Access Management
- 10) User/Client Peripherals Management (i.e. IP Phones, Printers, Microphones, Speakers)
- 11) Document Management
- 12) Monitor and Report Network Alerts and anomalies in threat matrix in accordance to ISD SLA Policies

Minimum requirements

- 1) Bachelors in Business Administration or Minimum of 3-years in management
- 2) Minimum of 5-years hands on experience with technical support and computing.
- 3) Minimum of ITIL/AXELOS Certification, Office 365 Administration, MCP, CCNA

Abilities required

- 1) Must be able to take direction
- 2) Must have good knowledge of basic computing and networking. Candidate must be technically sound with basic computing.
- 3) Excellent communication and organization skills.
- 4) Excellent management and training skills.
- 5) Ability to respect and challenge the opinions and ideas of others.
- 6) Must be able to accept constructive criticism and demonstrate patience where necessary.

If you are looking for a challenging opportunity in a team environment, we invite applications from suitably qualified persons for the above position. All applicants must submit a letter of application as well as a resume detailing qualifications, relevant experience and the name of two referees to:

**The Office Manager
The Berkeley Institute
P.O. Box HM 2704
Hamilton HM KX**

Or

Email: talbot.roberta@berkeley.bm

"Only Bermudians and or Spouses of Bermudians need apply"