Our people are our competitive advantage.

At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

Technical Operations Manager
Group Information Technology Department

This position reports to the Vice President Group IT, and is responsible for the streamlined operation of IT services alignment with the organisation's business objectives. Responsibilities include planning, coordinating, directing and designing IT-related activities and providing administrative direction and support for daily operational activities

Your responsibilities will include:

- leading IT Services and Retained Organisation operational and strategic planning, including fostering innovation, planning projects and organising and negotiating the allocation of resources

- benchmarking, analysing, reporting on and providing recommendations for the improvement/ growth of all IT services and systems for the Group

- managing financial aspects of the reporting departments including purchasing/ budgeting, developing business case justifications and cost/benefit analyses for IT spending/initiatives

- developing/supporting all IT policies/procedures including architecture, security, disaster recovery, standards, purchasing and service provision

- sharing responsibility for designing/building efficient/effective IT systems and liaising with internal/external partners to deliver new systems/ services

- measuring and ensuring quality is maintained regarding service delivery, business continuity planning/practice and vendor service delivery

- managing the deployment, monitoring, maintenance, development, upgrade and support of all IT systems including servers, PCs, operating systems, hardware, software and peripherals

- approving and overseeing projects and project portfolio

- managing employees including recruitment, supervision, scheduling, performance management, training and development

Your experience may include:

- university degree in computer science, information systems or computer engineering and/or eight years relevant experience in a financial industry environment and/or equivalent

- extensive technical knowledge and understanding of heterogeneous IT systems and operations, within an outsourced IT environment

- proven understanding of ITIL library and COBIT

- working knowledge and understanding of security

- proven experience in IT infrastructure planning and development

- proven project planning and management experience

- in-depth knowledge of applicable data privacy practices and laws

- proven experience of leading, managing, developing, mentoring and training a large team of employees; an in-depth knowledge of human resource management principles, practices and procedures would be advantageous

- excellent communication (oral and written), interpersonal, organisation, project management, consulting, analytical, problem-solving and presentation skills

- proficient in Microsoft Office suite of applications

Please apply by 16 September 2011 to:
C. C. Gail Callender, Human Resources,
Butterfield, P.O. Box HM 195, Hamilton HM AX
Fax (441) 292 2073
resumes@bm.butterfieldgroup.com

www.butterfieldgroup.com

Butterfield

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