



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 Supervisor

Group Information Technology Department

This position reports to the Technical Operations Manager, and is responsible for overseeing the entire operation of IT services alignment with the organisation's business objectives. Responsibilities include managing all procedures related to identifying, prioritising and resolving of end user help requests; including monitoring, tracking and coordination of Enterprise Service Management functions and providing administrative direction and support for daily operational activities.

Your responsibilities will include:

- assisting with 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
- assisting with developing and supporting all IT policies/procedures including architecture, security, disaster recovery, standards, purchasing and service provisioning
- sharing responsibility for designing/building efficient/effective IT systems and liaising with internal/external partners to deliver new systems/services
- measuring and ensuring quality standards are maintained regarding service delivery, business continuity planning/practice and vendor service delivery
- overseeing provision of end-user services including service desk/technical support services
- supervising the Service Desk, IT Operational Reporting, Risk/IT service access control process and related activities
- managing employees including recruitment, supervision, scheduling, performance management, training and development

Your experience may include:

- University degree in computer science, information systems or related discipline with six years relevant experience in the financial services industry and/or equivalent
- strong technical knowledge and understanding of heterogeneous IT systems and operations, within an outsourced IT environment
- expert knowledge of ITIL library and COBIT
- working knowledge and understanding of IT 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, analytical, problem-solving and presentation skills
- proficient in Microsoft Office suite of applications

Please apply by 11 October 2011 to:
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