

IT Operations Manager Job Description

Duties and Responsibilities:

- Supervise and direct the operations of software developers and programmers
- Manage and maintain networking and telecommunication systems to ensure quick access to information
- Protect business networks against attacks from outside sources
- Set up remote network access for users using virtual private networking techniques or two-factor authentication
- Monitor network performance to notify networking engineers of network resource issues
- Oversee the management and licensing of computer/mobile device software applications
- Set up and configure servers for the management of applications and IT systems
- Ensure all applications have access to disk storage, backup and archiving
- Oversee the installation, configuration and management of applications on company approved devices
- Provide cell phone telecommunications management, provisioning, and assigning of phone contacts
- Oversee the set up and configuration of an organization's email and file server
- Manage equipment floor space and operational requirements such as air conditioning, battery and power supply
- Conduct internal audits to verify the security and efficiency of an organization's network
- Perform periodic backup of information and data to ensure recovery in event of system breakdown.

IT Operations Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become an IT operations manager, you require a Bachelor's degree in computer science, computer engineering or related disciplines. Some employers require IT operations managers to possess a Master's degree in management information systems or business administration. Background knowledge in economics, finance, or accounting is essential for the position
- **Management Skills:** IT operations managers are well versed in coordinating and directing the operations of IT specialists to meet the requirements of an organization
- **Communication Skills:** IT operations managers through the use of clear language liaise with company management and it's IT department to achieve set objectives
- **Technical Skills:** They are proficient in installing, configuring, and maintaining IT systems and equipment.