Network Operations Manager Job Description

Duties and Responsibilities:

- Develop, monitor/supervise, and ensure the implementation of all security systems
- Develop and maintain long term network operation strategies that will help enhance and achieve long term goals for the company
- Responsible for managing all communications with customers, preparation of required reports, and resolving technical issues
- Responsible for training employees within the IT unit and also supervising their performance records
- Take part in meetings with other experts in the field so as to provide upgrade to different networking programs
- Carry out the supervision and delivery of projects and modify/tweak systems so as to improve output
- Assist members of the IT unit in carrying out their respective duties on an individual basis
- Responsible for the regular review, maintenance, and upgrade of important components of the company's continuity and/or recovery plan in the case of disaster
- Ensure that the IT department complies with requirements, regulations, and policies
- Allocate (based on priority) necessary resources for the execution of technology-based projects.

Network Operations Manager Requirements – Skills, Knowledge, and Abilities

- Excellent communication skills, in both written and oral/verbal
- Good organizational and time management skills are needed. This can be shown through the ability to prioritize duties in the face of multiple projects/tasks and meet/beat deadlines

- Good interpersonal skills are needed to enable the operations manager work effectively with individuals across different units or even within the same unit
- Strong analytical skills
- Must have the ability to display a great level of creativity while carrying out daily work routine
- Possession of good leadership attributes and ability to work as part of a team
- A Bachelor's degree in computer science or any other IT-related field. Having an MSc in addition will be a plus
- A minimum of 5 years working experience in an IT firm
- A minimum of 24 months experience in an IT management capacity, with proven experience in coaching and supervising junior staff
- In-depth knowledge of Windows systems, networking, and data base fundamentals.