



JOB DESCRIPTION

Job title: IT Operations Manager

Reporting to: Managing Director VSK

Place of engagement: Prishtina, Kosovo

Position Summary

This position plans, controls, and manages all aspects of IT Operations unit, including management of people, management of clients, management of contracts and Service Level Agreements (SLAs), financial oversight, and budget preparation. The incumbent is responsible for developing IT operational procedures, which are compliant with all local and international standards, as well as meeting all VAMED corporate regulations. The incumbent shall maintain documentation that all procedures are followed assuring the continuous availability of these systems. Performs all functions according to established policies, procedures, regulatory and legislative requirements, as well as applicable professional standards.

Duties and responsibilities

- Provides effective management and leadership of IT Operations unit through oversight, consultation, and resolution of problems arising in IT Operation projects. Provides direction and management oversight to IT operations staff, and support personnel.
- Focuses on quality by ensuring customer satisfaction through establishing effective quality assurance programs and quality control monitoring. Assumes responsibility for driving quality metrics within IT Operations. Ensures regulatory and legislative requirements are met.
- Develops and oversees the units budget and expenditures in conjunction with company goals and objectives. Effectively manages resource planning, allocation and expenditures to meet materials, labor and expense budgeted parameters. Create schedules and collect documents to orient and guide projects and outcomes. Manages expectations and track risks and opportunities. Communicates with stakeholders about scheduling, staffing and technical requirements.
- Provides a high availability and rapid response to all customer issues/escalations. Create accurate and complete documentation on all customer interactions and problem diagnostics. As needed, escalate issues appropriately, rapidly, and with necessary supporting documentation.
- Provides effective personnel management within the IT Operations unit. Ensures appropriate staffing and productivity levels are met. Oversees and approves application of corrective actions. Ensures staff competency through the application of a comprehensive and rigorous training program. Manages support team members to coordinate actions and ensure uniformity in procedures and practices. Creates a positive atmosphere that emphasizes teamwork both within the unit and within the company. Promotes and supports effective talent management by mentoring, coaching and guiding staff members to enhance leadership stability through development of personal and professional competence.
- Serves as a resource and communication liaison. Interacts with internal and external customers in responding to result or quality inquiries and other issues. Communicates



the status of IT Operations unit to members of management, as required, in a timely and accurate manner through verbal and written communications. Is responsible for the dissemination of company policies, procedures and practices to the IT Operations staff.

- Hires, trains and conducts performance evaluations, and supervises the workflow for designated staff. This includes initiating promotions, transfers, and corrective actions. Also includes establishing priorities, workloads, controls and work procedures, as well as determines resources needed.
- Supports the bidding process by analyzing tender documents and contributing to the bid preparation strategy. Supports the development of IT support and maintenance methodology as part of the overall Project Management methodology in bidding process. Contribute in defining and guiding the creation of agreements (e.g. teaming or exclusivity agreements, joint venture agreements, service level agreements, etc.).

Supervisory Responsibilities

Typically supervises 5-10 technical staff

Type of Supervisory Responsibilities

Hires, trains, conducts performance management, evaluations, and directs the workflow for the IT Operations staff.

SCOPE AND COMPLEXITY

This position translates contractual and project requirements into operational plans and procedures. Must exhibit judgment in allocating team resources to projects. Systems analysis and evaluation skills are used daily. Must be able to solve complex problems relating to maintenance and support contracts and SLAs, as well as customer requirements. Gives guidance in situations where procedures do not exist or are unclear.

Knowledge, Skills and Abilities

- Solid leadership presence demonstrated by 3+ years mid-level management, with evidence of increasing responsibility in personnel leadership and IT systems operations.
- Advanced infrastructure knowledge of virtualization, servers, and computer workstation operations.
- Persuasive oral and written communication skills, both in English and Albanian, necessary to collect essential information, answer questions, and direct interactions to positive outcomes in a professional and courteous manner. Communication skills in German are an advantage.
- Contribute to the development of team with a “Can-Do” mentality and help build a group of highly skilled, multi-disciplined colleagues aligned to business values and vision.



- Ensure that a standard process is being followed across the company and that proper tooling and reporting are in place so that defects can be tracked from inception to close.
- Ability to create a sense of accountability across the team fostering a culture that owns the misses and uses them to drive future process improvements.
- Critical Thinking: Thoughtful process of analyzing data and problem solving data to reach a well-reasoned solution.
- Team Mentality: Collaborating effectively to drive quality culture and execute on goals.
- Learning Agility: Openness to new ways of thinking and acquiring new skills to retain a competitive advantage.

Minimum Qualifications

- Must possess a strong knowledge of business and/or Information Technologies as normally obtained through the completion of a bachelor's degree in computer science, business, or related field.
- Five years' first-line or mid-level management experience, or combination of both, in the defined area or service, with evidence of increasing responsibility in personnel, and operations management.
- Extensive experience with the appropriate hardware and software tools thorough knowledge of the IT Operations environment.
- Excellent organizational and project management skills.

Preferred Qualifications

- Master's degree, with an emphasis in business, management, or IT technology.
- Project Management certification.
- Additional related education and/or experience
- One year in healthcare IT operations.
- Experience with the appropriate operating systems and thorough knowledge of the healthcare environment.