



EMVO: Job Description for Operations Manager

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JOB DESCRIPTION FOR OPERATIONS MANAGER

Manager's Signature

Andreas Walter		
General Manager	Signature	Date

Employee's Signature

Paul Mills		
Interim Operations Manager	Signature	Date

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1. Job Title

Operations Manager

2. Department

Operations Department

3. Job purpose

The Operations Manager oversees all IT (Information Technology) functions within the EMVO. S/he will manage the company's technology operations and the implementation of new IT systems and policies.

4. Duties and responsibilities

- Take responsibility for operation of and on-going development of European Hub and National Blueprint Systems where relevant.
- Collect and prioritise requests for enhancement and new functionality arising from new requirements.
- Amend the existing European Hub's User Requirement Specification for enhancement and new functionality.
- Supervise IT provider in all aspects of system performance, security, and quality management.
- Set technical standards and ensure overall quality.
- Ensure functionality of interfaces between the European Hub and trusted partners.
- Ensure availability and responsiveness of the EMVS.
- Set and control standards for the appropriate level of data security.
- Track and follow up on all relevant issues and exceptional events relevant for the Hub.
- Provide regular activity reports to members on issues such as EMVS functioning and performance, and generate statistical reports for the purpose of aiding communications on the functioning of the EMVS.
- Represent the technical user community and be responsible for reviewing technical assets for the computerized system.
- Align with the General Manager and respond to all questions related to technical needs of the application.
- Support quality management processes in place.
- Control budget and report on expenditure.
- Manage the operations team members.



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5. Qualifications

1. Management experience, and in particular:
 - Experience in guiding an organization through the operation of a large computer system.
 - Capacity in communicating and collaborating with external supplier providing software and services.
 - Experience in working within a multi stakeholder environment.
2. Subject matter expertise
 - Very good knowledge of coding and serialisation processes.
 - Deep understanding of cloud computing based IT systems.
 - Experience in the operation of a system according to the ITIL framework.
 - Knowledge of tools supporting the development and operation of a computer system.
3. Communication and negotiations skills, and in particular:
 - Excellent capacity to translate business needs into system requirements and functions.
 - High skills in leading a team in an operative environment.
 - Solid experience of communicating in an international environment.
4. Assets:
 - Experience gained in a multicultural environment.
5. Languages:
 - Excellent command of the English language in speaking and writing. Good command of another language of the EU Member States is an advantage.
6. University Degree or Diploma:
Applicants must have either:
 - A level of education which corresponds to completed university studies attested by a diploma in a science or technology related curriculum or
 - A level of appropriate professional experience which corresponds to completed university studies demonstrated by previous work experience

6. Direct Reports

Job Title of positions to be supervised
IT Coordinator

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