Manager, IT Operations

Reports to: Sr. VP & Chief Scientific Officer

Classification: Exempt

Summary: Lead, plan, coordinate, and administer computer-related activities in the organization. Determine the information technology goals of the organization and implement computer systems and practices to meet those goals.

Essential Functions and Job Responsibilities:
- Lead all aspects of system and network administration in a small company environment
- Set strategic and tactical direction for the use of information systems throughout the company, including expense, capital and operation budget
- Create and implement strategy for backups, disaster recovery and security protocols
- Develop, implement, and administer IT policies and standards
- Provide day-to-day technical support to users
- Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades
- Negotiate with vendors to get the highest level of service for the organization's technology
- Continually assess technologies, vendors, calling plans, etc. in order to potentially reduce costs
- Identify complex problems; review related information to develop and evaluate options and implement solutions
- Stay current in technology specific operation risk management techniques, industry best practices, and regulatory requirements
- Develop and maintain a hardware and software inventory
- Complete other responsibilities as assigned

Requirements:
- Minimum of 10 years of experience in an IT function, preferably in a Biopharma/ Life Sciences industry
- Excellent written and oral communication skills
- Exceptional analytical, conceptual, and problem-solving abilities
- Operate with a sense of urgency
- Knowledge and understanding of relevant legal and regulatory requirements (SEC, FDA, state and local government)
- Led information security for SOX compliance
- Demonstrate a "can-do" approach to problem solving and conflict resolution
- Willing and able to both lead and be hands-on
- Flexibility and adaptability in adjusting to changing priorities and requirements in a rapidly growing organization
- Budget planning and management experience, including vendor management
- In-depth knowledge of Windows 2012 and LAMP servers (Metal or VM), Cisco Meraki networking and MDM, network and physical security (including DNS, back-ups, firewalls, and VPN), power (including UPS), cooling, cabling, alarm system
- Cloud knowledge of Office365, Crashplan Backups, Axcient, VoIP