

## IT Operations Manager

### The Company

Smart software for creative people.

There are three things that make The Foundry unique:

1. Our forward-thinking approach to making creative software
2. The people that drive it
3. Meaningful relationships with our customers

Our software solutions are anything but ordinary. The workflows they create serve multiple industries and generally make doing creative things a walk in the park.

We know that tools in VFX are also relevant to designers and vice versa. It's that understanding that helps us to develop flexible, open products that solve problems.

The portfolio is as creative as it is technical, packed full of ground-breaking award-winning techy goodness that will have even the most demanding organization or one-man-show salivating.

We are a little bit proud of what we achieve at The Foundry and want to take you on our journey with us.

### The Role

The IT Operations Manager's (ITOM) role involves taking responsibility for the successful management and maintenance of all Business as Usual technology within the Foundry, and ensures that IT services perform effectively, with minimal downtime and to the highest level of customer (internal and external) satisfaction. The ITOM's role is to plan, organise, and manage IT Operational staff and overall operations to ensure the stable operation of the Foundry's IT infrastructure. This includes developing, maintaining, supporting, and optimising key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems. The ITOM will schedule and direct activities and IT Run projects to resolve hardware, software and process problems in a timely, efficient and effective fashion.

The ITOM will be the single point of ownership for effective provision of systems and services to the business and has responsibility for the operational integrity of all deployed technology and in ensuring that processes and governance are in place to minimize the risk to ongoing operations. The role will have a strong awareness of ITIL processes which will be instilled in the departmental processes and will be required to apply a Continual Service Improvement wrapper to all IT services.

This role will report to the Head of Information Technology. They will work closely with the Business Systems and Web teams to ensure the successful transition of technology from design and implementation into operations through the application of knowledge transfer and capability management following a stringent and efficient change control process.

## The Responsibilities

### **Team Management**

- Line management of the multi skilled IT Operations team including sickness, holidays, hiring, performance management and recruitment.
- Define standards, share knowledge and mentor members of the IT Operations team.

### **Service Design**

- Create and maintain a Service Catalogue which lists all services provided by IT Operations which includes a definition, description, SLA, maintenance schedule and log for each service
- Maintain a list of all of our IT suppliers and with the Head of IT conduct regular evaluation of their performance
- Manage IT Service Continuity via an effective Disaster Recovery service

### **Service Operation**

- Oversee the efficient and effective running of all aspects of the Service Desk function including categorise, prioritise, diagnose and resolution of service desk tickets
- Ensure all IT run projects are managed effectively and efficiently and delivered via a structured plan
- Engage with vendors, outsourcers, and contractors to secure infrastructure-specific products and services are delivered effectively, efficiently and cost effectively.
- Establish and maintain regular written and verbal communications with department heads, and end users regarding pertinent infrastructure and local IT activities.
- Ensure all regulatory requirements such as PCI DSS are maintained and adhered to by the IT Operations function.

### **Service Transition**

- Ensure all changes applied via the RFC process have met stringent checks and balances before being applied to production.
- Ensure all service releases created by staff meet the minimum standards required by the IT Operations team before being approved for production release, i.e documentation, knowledge transfer and training for the IT Ops Team, supplier contact details, IT Governance (DR, BCM and security).

### Skills & Experience Required

- Significant experience in managing and delivering infrastructure design and operational excellence.
- Advanced knowledge of the following: W2008 R2/2012, Group Policy, IIS 7.5, VMWare vSphere, AWS
- Excellent Linux (Redhat/Centos/Debian/Ubuntu) Skills, including experience of multi o/s (linux/Windows/OSX) corporate environments.
- Experience installing, configuring, and maintaining all manners of server hardware and associated network equipment, including SCSI, RAID, and I/O topology.
- Experienced in user management fundamentals including AD/LDAP and IaaS provisioning.
- Experience with server performance tuning and monitoring tools.
- Expert knowledge of various network protocols (DNS, Apache, FTP, SMTP, IMAP, NFS, SAMBA), Firewall management, and operating system configuration.
- Expert knowledge of storage technologies such as SAN or NAS, as well as Active Directory/Global Catalogue
- Business process and reengineering experience, as well as an understanding of the relationship between processes and policies.
- ITIL v3 Foundation Qualified

### Other Requirements:

#### **Personal Attributes**

- Demonstrated leadership and personal management skills with the ability to make sound and logical judgments
- Highly structured and organised approach to work.
- Ability to provide technical guidance and mentorship to team members
- Strong interpersonal, written, and oral communication skills.
- Ability to prioritise and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.

#### **Working Conditions**

- Be available and flexible for scheduled calls with non UK offices out of standard hours.
- Availability to travel to our international offices as required.

## Applying

If you meet the criteria, are eligible to work and are interested, please send your covering letter, CV, salary expectations and notice period to [jobs@thefoundry.co.uk](mailto:jobs@thefoundry.co.uk) with the subject "IT Operations Manager".

## More About Us.

The Foundry, established in 1996, is renowned for our solutions, our customer-centric focus and our collaborative approach to development. The Foundry, with more than 270 employees worldwide, is led by CEO Bill Collis and is backed by HgCapital.

The Foundry develops award-winning software used globally by creative professionals. The portfolio lets users create inspiring and technical high-end visuals in the areas of Media Production (film, commercial, episodic, gaming), and Design, as well as participate in emerging high-growth markets such as Virtual/Augmented Reality and 3D printing.

We develop solutions and grow our market through a combination of build, buy, partner. Our R&D team has created a number of award-winning solutions. Also, we've participated in numerous funded projects, both from the UK, as well as the European Union, that sees us work with leaders across industry to develop offerings. In some cases, we've worked customers to help develop a specific solution and then commercialize the solution for broader market adoption. Finally, we merged with Luxology, the creators of MODO in 2012 and in 2014, acquired Made With Mischief.