

IT Operations Manager

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Company: OLX

Location: Poland

Category: other-general

IT Operations Manager

Remote Poland, PolandOLX – Engineering /Full-time /Remote **WELCOME TO OLX, we work together to build a more sustainable world through trade** .We make it safe, smart, and convenient to buy and sell cars, find housing, get jobs, buy and sell household goods, and more. Our colleagues around the world help to serve millions of people around the world every month, through its well-loved consumer brands including OLX, Otomoto, Property24. **Join OLX and see how far you can go as an IT Operations Manager** the Business IT team, you'll be offered a unique opportunity to become a part of an international team of top engineers and specialists learning from one another and contributing to the global OLX Group success, while working with and impacting all Classifieds websites around the world. The Business IT team is responsible for maintaining office IT infrastructure, developing and administering internal systems as well as managing and procuring IT hardware. The team supports OLX globally with remote and on-site support as well as provides workplace IT to all users.

What you will be doing:

Handling all aspects of Business IT Operations for Poland and other European locations;

Continuously growing as an IT Operations Manager working with a local support team, as well as with the whole Business IT team distributed in several locations globally;

Engaging the team and follow through on business commitments and responsibilities;

Driving the local team towards a common business goal while balancing global priorities;

Owning, prioritizing and communicating the short, medium and long term plan of the team;

Budgeting and forecasting costs and expenses within owned countries;

Be actively involved in IT procuring, new contract negotiations and IT equipment stocking;

Building ongoing road maps for continuous improvement;

Continuously working on the vision for the team, ensuring the objectives are clear and the achievements are celebrated;

Understand, partake in and discuss the architecture/technical decisions made globally as well as locally;

Own backlog and priorities of efforts that will perfect and scale the team to the requirements of the business organization;

Understand opportunities, requirements and priorities to ensure the right focus of the team for the benefit of the business;

Monitoring, measuring and evaluating success of key metrics and regularly report on metrics, SLAs, goals and roadblocks to management;

Working closely and building relationships with Stakeholders and other IT Managers to understand where the business and IT are going so that the team priorities and efforts align with company objectives;

Holding regular meetings with stakeholders to keep them up to date with the direction of the Service Area the team owns;

Mentoring the Business IT team on IT best practices and trainings

Who we're looking for:

3+ years of experience leading IT Operations team;

Team building experience, growing a team of diverse individuals;

Curious person and a fast-learner;

Driving change and adapting quickly;

Enjoy diving into new technologies and tools;

Analytical troubleshooter. You may not have the answer, but you want to and know how to find it;

Team player who actively collaborates with people to find solutions to problems;

Know how to manage conflict and stressExperience in supporting OS X and Windows based systems;

Experience of configuration management utilities;

Experience of IT Service Management processes, e.g. incident management, change management, problem management, configuration management, and process supporting tools;

Knowledge of client and software deployment would be beneficial;

Experience with IT systems such as email and centralized user management;

Experience of cloud based systems and tools;

Knowledge in and experience of Google G-Suite from a supporting perspective;

Solid Problem Solving, Critical Thinking and Communication skills;

Excellent written and oral communication skills;

Business-fluent English

Why join OLX? At OLX, we invest in ourselves and each other to reach our full potential. We avoid bureaucracy and empower our teams to innovate; with opportunities, training, and leadership behaviors a key focus for all. Our commitment to inclusion ensures we listen to a diverse range of voices when making decisions. And, we combine the spirit and agility of a startup with our global scale and the backing of Prosus, one of the largest consumer internet groups in the world.

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