



# *Job Description*

## TTBIZLINK OPERATIONS MANAGER

### **JOB SUMMARY**

The incumbent is expected to manage a team of professionals to ensure the efficient operation of the Single Electronic Window (SEW) platform. He/She is also expected to provide regular reports of the TTBizLink Operations; contribute to the implementation of a Knowledge Management Framework; and ensure that the TTBizLink policies and procedures relating to Incident Management, Change Request, Configuration Management and Integrated Security Framework are adhered to.

### **DUTIES AND RESPONSIBILITIES**

- Leads and/or participates in operations related meetings and other activities with a view to developing, maintaining and monitoring the best possible quality of service for TTBizLink.
- Provides regular reports of the TTBizLink Operations to the Permanent Secretary, Ministry of Trade and Industry and other Stakeholders.
- Works with different vendors to maintain the TTBizLink Platform and ensure the smooth functioning of its services.
- Works with the TTBizLink Programme Managers in implementing the Knowledge Management Framework.
- Ensures that the TTBizLink policies and procedures relating to Incident Management, Change Request, Configuration Management and Integrated Security Framework are adhered to.
- Manages operations activities using industry standard project management processes and approaches to ensure compliance with international best practice.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent analytical and organizational skills, including a proven ability to adapt to a dynamic project environment and manage multiple projects
- Demonstrated leadership qualities.
- Experience in change management techniques.
- Organizational management; including structuring tasks for the team, implementing plans and strategies and taking responsibility for all aspects of work.

- Ability to organize and work effectively with interdisciplinary project teams, external consultants/ contractor's/suppliers/ customers.
- Strong communication and presentation skills (both written and oral):
  1. A demonstrated ability to communicate effectively with people from a wide variety of backgrounds;
  2. Proficient in effective presentation techniques and with a good personal presence
- Proficient in receiving complex ideas with clarity and ensuring other staff understand these ideas.

### **MINIMUM EXPERIENCE AND TRAINING**

- A BSc. in Information Systems Management, Computer Science or related field.
- More than 7 years of experience in ICT-related Project Management and Management experience (Public Sector experience will be an asset).
- Experience in the operational support of enterprise wide electronic platforms in the trade and business areas.
- A general understanding in the areas of application programming, database and systems design.
- Fair knowledge of application development, customer service, network infrastructure and data centre operations.
- Good overall knowledge of IT practice and application, including experience of working with hardware, software applications, data centre, call centre, network, marketing programs, and management skills.
- Able to abide by policies for a secure work environment and ensure strict confidentiality of all information accessible in the course of duties.