

Job Family: Operations & Service Management	Job Title: Business Operations Manager
Level: Group Management	
Position Mandate: The Service Manager is responsible for end-to-end delivery of services provided in-house and by external vendors, and for the measurement, evaluation and correction of service delivery performance. The Service Manager may also be functionally responsible for the management of a small senior level team.	
Specific Functions of the Role:	
<ul style="list-style-type: none"> ✓ Develops all SLAs within the organization, for all vendor services and internally provided services, and conducts regular reviews ✓ Works internally with the business and externally with vendors to ensure the effective delivery of all services provided ✓ Works with the business at the product level for day-to-day service quality issues ✓ Partners with vendors on business delivery strategy ✓ Supports vendors in customer service reviews (including SLA reporting) ✓ Provides service quality, performance and trending reporting ✓ Champions change and continuous improvement of service delivery quality ✓ Ensures operational integrity of change delivered by vendors to the business and coordinates delivery/implementation of change to any provided services ✓ Ensures root cause analysis is completed for all service interruptions ✓ Develops and recommends ongoing process refinement and improvements ✓ Identifies future service requirements and opportunities based on an understanding of the business cycle, recent service trends, key business initiatives ✓ Manages the service relative to the costing/billing strategy of the business ✓ Develops close working relationship with business managers and vendor executives and managers in the delivery of new services and changes to existing services ✓ Focal point for communication to the business customer in the event of service issues or interruptions ✓ Focal point for business and vendors for all inquiries, special requests etc. related to the day-to-day service ✓ Provides technical consulting services when required ✓ Works with business stakeholders to architect solutions to meet the stakeholders' needs ✓ Provides input into the business plan with respect to all managed services 	
Experience/Education Requirements:	
<ul style="list-style-type: none"> ✓ Ability to impact and influence vendors, direct and indirect reports ✓ Broad/diverse working knowledge of the organization ✓ Expert functional knowledge of the technology infrastructure (supported platforms, operating systems, middleware and network components, etc.) ✓ Highly developed facilitation, negotiation and business communication skills ✓ 10+ years of experience IT environment ✓ Computer Science degree or equivalent 	
Special Requirements:	
<ul style="list-style-type: none"> ✓ Exceptional Service orientation ✓ Comfortable in both a business and technical discussion ✓ ITL and SLM certifications are assets 	
Typical Competencies:	
<ul style="list-style-type: none"> ✓ Strong decision making skills ✓ Strategic Thinking ✓ Highly motivated and goal-oriented ✓ Highly developed relationship management skills ✓ Effective communications with all levels internal and external to the organization 	
Platform-Specific Requirements:	
This section must be defined in terms of the Operating System, languages and specific tools used in the assignment.	