



European Search Company
Human Capital Consulting

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Global IT Operation Manager in Milestone Systems

Securing the global 24/7 operations of all internal systems

Start-up mentality, solid knowledge of IT Operations and People Management skills

Milestone is in rapid growth and the increased functionality in our online services requires that we meet certain operational expectations for resolving issues that disrupt the services for our customers and users. The solution includes our newly established 24/7 IT support team in Bulgaria – which is stepping into new territory for Milestone and the first step in building up the global help Desk with activities in EMEA, Asia and the US.

We seek an experienced IT Operations Manager who is looking for a new and exciting career opportunity. The bar is set high; because Milestone Systems has always attracted intelligent and experienced individuals who share a strong desire to achieve goals that have never been accomplished before. We are driven by a desire to deliver exceptional insight and develop solutions that ensure success for our clients. This would count for you as well as our new IT Operation Manager.

You will report directly to the Global Director of IT and operations; working out of Milestone HQ in Brøndby with some travel activities, leading employees globally. You will have 3 team leaders reporting to you (one in Bulgaria and one in Denmark and one in the US) as well as a number of IT specialists in different roles. As the growth continues, you will keep building a bigger team in multiple locations.

Tasks

Ensure an optimal operation and development of the new established 24/7 team. Being a part of a dedicated organization located within all time zones your task will be to bridge and ensure the continuity within the service, support and helpdesk function.

A "normal-day-at-work" could look like this:

- Provide stable operation of all internal systems and those that are made for our customers with exceptional uptime and availability
- Supervise daily IT operations and service desk
- Coordinate activities between regions
- Achieve and exceed IT operational objectives by maintaining current systems and networks
- Evaluation, recommending, testing and installing new technology
- Contributing information and recommendation to strategic plans and reviews
- Preparing and completing actions plans
- Implementing production, productivity, quality and customer-service standards as well as solving problems.

About Milestone Systems

Founded in 1998, Milestone Systems is a world-leading provider of open platform IP video management software (VMS) with headquarters in Copenhagen, Denmark. Our objective is to improve our clients' organizational processes and increase overall security through the management and distribution of digital video data. Since 2014 a stand-alone company in Canon Group.

- Determining system improvements
- Implementing change and control processes
- Handling of staff – i.e. progress interviews, 1:1, personal development
- Manage stakeholder expectations

The department and the team

Global IT and operation is one of the fastest growing departments in the company, consisting of 40+ employees globally.

We are a multicultural and dynamic company in rapid growth, where our employees are the source of our success. Milestone is a young organization with focus on employee job satisfaction, as well as a good social atmosphere.

Qualifications and educational requirements

Experience from similar positions in an international company with high growth rate and rapid changes is mandatory, as well as solid practical knowledge from a global 24/7 IT-support setup.

Preferably, you are educated at Master level from an internationally recognized university/business school. More important is:

- Strong in managing teams, also teams outside Europe
- Strong skills in implementing change
- Solid experience with web based platforms and applications, and WCF, WIF and federated security.
- Solid knowledge of MS SQL server.
- Knowledge of the EpiServer platform will be considered as an advantage.
- Practical knowledge of ITIL processes preferred

On the more personal side you are calm and robust – even in stressed situations – and have the ability to prioritize and stay focused. People regard you as quality-driven and capable of making difficult technical decisions and trade-offs.

You have handled subordinates who are also leaders/managers before. You are ambitious and want to deliver high quality results, and to do so, you will need good and easy-to-understand communication as well as a "can do attitude". It is imperative that you are open, outgoing and eager to meet new people.

Contact and application

If you have any questions please call Brian Ranvits at European Search Company; +45 2048 0548.

If you are interested in the position, please send your CV and motivational letter to; bra@europeansearch.dk att: "Global Operations Manager"