



Job Title: Manager, IT Site Infrastructure Operations Lead
Reports to (Title): Senior Director, IT & Validation - US Operations
Location: Worcester (Office), Hybrid

Job Summary:

The Manager Site Infrastructure Operations Lead is responsible for overseeing all IT infrastructure operations at a Worcester, MA GMP facility. Reporting into the Senior Director, IT & Validation, the individual will play a critical role in ensuring the smooth functioning, maintenance, and optimization of the site's IT infrastructure. This role will collaborate closely with uBriGene's functional heads and will have a broad range of responsibilities encompassing service desk management, vendor management, backups/data protection, disaster recovery (DR) planning, infrastructure security, and ensuring adherence to various industry standards and architectures.

Key Responsibilities:

IT Infrastructure Operations Management:

- Oversee the day-to-day operations of the site's physical and virtual IT infrastructure, including:
 - MS Azure AD Virtual Servers
 - Cisco/Meraki networks
 - Telecom
 - Storage
 - Workstations (incl. lab PCs)
 - Other critical infrastructure components.
- Ensure high availability, reliability, and performance of infrastructure services to meet business requirements.
- Monitor and manage infrastructure incidents, problems, and service requests, ensuring timely resolution and minimal disruption to operations.
- Develop and implement proactive maintenance and monitoring procedures to identify and address potential infrastructure issues.

Service Desk Management:

- Provide leadership and guidance to the service desk team, ensuring efficient and effective handling of user requests, incident & problem management.
- Define and enforce service desk processes and procedures to ensure consistent and high-quality customer service.

Backups and Disaster Recovery (DR) Management:

- Develop and implement comprehensive backup and disaster recovery plans for the site's infrastructure, ensuring business continuity in the event of system failures or disasters.
- Regularly test and validate backup and DR procedures to ensure their effectiveness and reliability.
- Collaborate with regional North American infrastructure teams to align DR strategies with established regional standards and architectures.



Collaboration and Communication:

- Collaborate with North American regional infrastructure leads to align site-level operations with regional standards, architectures, and initiatives.
- Act as a liaison between the site and regional teams, ensuring effective communication, coordination, and adherence to regional guidelines.
- Provide regular updates and reports to Site and Global Leadership and other key stakeholders on the status of site infrastructure operations, projects, and initiatives.

Infrastructure Security:

- Ensure the implementation and maintenance of comprehensive cyber security measures within the infrastructure, including network security, access controls, and data protection.
- Collaborate with external service providers to address vulnerabilities, monitor security incidents, and implement security best practices.
- Stay updated with emerging security threats and technologies, proactively identifying risks and recommending appropriate countermeasures.

GmP/GIP Compliance:

- Operate in a GmP/GIP context, ensuring adherence to regulatory requirements and industry guidelines specific to the site.
- Collaborate with Quality Assurance and Validation teams to implement and maintain necessary controls, documentation, and audits to meet GmP standards.
- Provide guidance and support during internal and external audits related to IT infrastructure operations.

Qualifications and Experience:

- Bachelor's degree in information technology, computer science, or a related field (or equivalent work experience).
- Demonstrated experience managing IT infrastructure operations, preferably in a dynamic, multinational organization.
- Strong knowledge of Microsoft and Cisco IT infrastructure components, including M365 Administration, virtual servers, wired/wireless networks, and storage.
- Demonstrated technical proficiency in SharePoint administration including PowerShell scripting, MS AD Group Policy Management, and Intune configuration.
- Proven experience in service desk management, including incident, problem, and request management processes.
- Solid understanding of backup and disaster recovery strategies and technologies. Experience with Barracuda data protection a plus.
- Experience in vendor management, including contract negotiation, performance management, and relationship building.
- Excellent communication and interpersonal skills, with the ability to effectively collaborate with cross-functional teams and senior stakeholders.



- Strong leadership capabilities, with the ability to motivate and guide a team toward achieving operational objectives.
- Demonstrated analytical and problem-solving skills, with the ability to identify and resolve complex infrastructure issues.
- Ability to effectively collaborate with stakeholders and team members to establish and monitor key performance indicators (KPIs) to measure service desk performance and identify areas for improvement.
- Vendor Management:
 - Ability to take ownership of day-to-day vendor relationships and manage vendor performance in accordance with established contracts and service level agreements.
 - Experience coordinating with vendors and/or regional IT teams to procure necessary hardware, software, and services, ensuring cost-effective solutions that align with business needs, and making recommendations to senior management regarding vendor selection and ongoing partnerships.

Please submit resume and cover letter to careers@mustangbio.com.