



To support our team in Hamburg
we are seeking an experienced

Global Head of IT Operations (m/f/d)

Indivumed is a physician-led, integrated global oncology company with the world's premier high-content tumor database and highest-quality biobank. Our range of services and products is tailored to your needs in translational and clinical research and molecular diagnostics. Indivumed has over 140 employees in Germany, Poland, the USA, and India. We are a future-oriented company with an ambitious growth strategy, proud of our innovative team of leading scientists, and of our international reputation. At Indivumed, you have the chance to pursue your professional goals and benefit from quick decision processes – thanks to flat hierarchies and ample creative freedom.

Indivumed is looking for a **Global Head of IT Operations** to ensure that Indivumed and its member companies have a robust and secure systems infrastructure and effective disaster recovery procedures that are delivered to the highest standards and at a low cost. This role is to provide leadership, process, structure and objective performance management to the IT Operations team as well as all cyber security/governance related issues. There are close relationships to Indivumed's Software-Engineering and Bioinformatics teams.

Skills and abilities

Operations

- Lead and represent the IT operations for the entire Indivumed Group. This includes operations in Europe with the Headquarter in Hamburg, the US, India, Singapore and soon additional countries in Europe, South America and Asia
- Responsibility for the provision of stable, secure and effective internal and external data centers and infrastructure supported by an appropriate Disaster Recovery provision
- Ensure that backup procedures and business continuity measures are in place to avoid disruptions and ensure that data and service can be recovered according to business needs
- Take ownership for problem management to ensure that root cause analysis is carried out to prevent future incidents
- Work to define key performance indicators and acceptable service levels. Maximize uptime, anticipate and manage risks proactively
- Accountability for the operations of Indivumed's partially Cloud-based infrastructure, which includes core traditional and SaaS business applications, as well as systems hosted on Amazon Web Services and other 3rd parties (SAP/Hana, SFDC, MS-365) across all sites and locations globally
- Ensure Service Desk levels are managed within agreed metrics. All critical service and quality incidents managed to timelines and with appropriate leadership and management, including all communications.

Security

- Ensure that information security remediation is carried out promptly keeping a balance between security and seamless user experience
- Full responsibility for the Security 1st line defense for the organization
- Formulate, communicate and implement a strategically aligned IT Security Services strategy that delivers effective centralized IT operational controls & procedures
- Lead, implement and influence IT security service governance aligned with recognized industry best practices, including ITIL service design and security as well as appropriate ISO standards to ensure IT security services operate within architectural security standards and meets business requirements
- Identify information security risks and generate risk mitigation measures support projects to ensure conformity regarding Data Protection Laws
- Cooperation with the legal department and our data protection officer
- Align IT solutions and policies with security and compliance requirements, business continuity and other relevant frameworks

People

- Proactive leadership of a team of specialists including competence and talent management
- Assigns appropriate levels of responsibilities to staff while maintaining accountability for all department personnel actions
- Setting goals for the team and all individual team members as well as supervision and support of the team so that the goals can be achieved

Governance

- Support the monitoring of regulatory obligations and requirements and best practices in IT governance / IT compliance
- Advise the IT business units on compliance-relevant issues, in particular with regard to the proper implementation of IT-relevant standards and regulations (in particular with specific pharmaceutical regulations)
- Develop and apply compliance policies relevant to the IT business units and control their implementation
- Support the establishment of a group-wide control framework in terms of control requirements and control activities in the sense of a „2nd Line of Defense“ and coordinate any local application of these
- Conceptually develop and prepare relevant risk analyses
- Carry out independent controls on the appropriateness and effectiveness of the technical and organizational set-up of IT
- Prepare reports to boards / management and other relevant bodies
- Support on the communication with regulators, associations and IT compliance officers from other companies

Collaboration

- Work closely with the Software Engineering and Bioinformatics team to ensure a smooth transition from development to production phases
- Work with external suppliers, consultants and service providers. Representing Indivumed's interest at all times

Education & Experience

- 7 + years of technical experience, managing IT Support teams preferred
- within the life science, pharma or biotechnology industry
- Excellent knowledge in managing heterogeneous tech infrastructure in a growing and changing environment and project execution skills in a matrixed organization
- Deep understanding of cloud-based services such as AWS (esp. S3, HPC, container/micro service driven applications)
- Demonstrably strong experience in Azure/Office365 environments, including ID/Authentication management, DLP, compliance, security and audit functionality
- Strong experience in network administration, including network security measures like conditional access, network segregation, etc.
- Knowledge and experience of ISO Information Security Management (ISO2700) and Business Continuity (ISO 22301) standards
- Leadership experience, preferably also in remote leadership
- Ability to motivate teams to produce quality results and to foster teamwork and collaboration within the team
- Advanced stakeholder management skills, solution-driven attitude, conceptual & analytical thinking, hands-on, drive for results, flexibility and responsiveness
- Excellent organizational, supervisory, project management, communication and interpersonal skills
- Capability to challenge strong stakeholders to reach the best results, and to create clarity
- Open-mindedness and willingness to change and learn with a highly developed self-reflection and a strong mindset for continuous improvement
- Oversee department budgets and capital expenditures, paired with strong financial management and budgeting skills
- Experience in working as an internal or external auditor with the focus on IT reviews and controls
- In-depth knowledge of IT standards applicable for IT management (e.g., COBIT or similar reference models) would be a plus
- Fluency in written and spoken English and German languages
- Willingness to international travelling (up to 20% of time)

Would you like to contribute to the success of our company?

Please apply online via jobs@indivumed.com and include your salary expectations and current notice period.

Indivumed GmbH
Human Resources
Falkenried 88, Haus D
20251 Hamburg

Tel.: +49 (40) 41 33 83 0
For more information about
Indivumed, please also visit
www.indivumed.com