



**Position: Senior Manager, Operations and Infrastructure**

**Reports to: Senior Director, IT and Corporate Services**

### **Summary**

Reporting to the Senior Director, IT and Corporate Services, the Senior Manager, Operations and Infrastructure will plan, direct, and coordinate the design, installation, and connectivity of computer systems and network infrastructure to ensure the stable operation of the organization's IT assets. This includes developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links. This role will lead and manage a team of technical professionals and is accountable for service providers' adherence to contract terms, service level agreement (SLA) performance, customer satisfaction measurement, governance, financial management, resource management, and timely as well as quality delivery of expected deliverables.

### **Specific Responsibilities:**

- Provides leadership and direction for all Operational activities related to Infrastructure Services On premise and in the Cloud – these services include compute, network operations, storage, data, hosting & monitoring services
- Ensures that infrastructure architectures are scalable and can support the business needs by maintaining an understanding of business strategies and infrastructure capabilities
- Identifies information system enhancements that will improve business and support future business need, and will meet departmental and regulatory standards
- Optimizes use of the entire system and network infrastructure by performing needs analysis, procurement, support, installation, training and problem resolution
- Ensures proper implementation, configuration, monitoring and maintenance of security firewalls, applications and device servers and Internet, connections and encryption
- Ensures business continuity during critical Production issues and ensure that problem management process is initiated, and root cause analysis completed
- Ensures that systems adhere to Aimmine corporate, GMP and SOX compliance requirements, including execution of periodic reviews/attestations
- Manages Infrastructure and Operations related communications. Acts as an escalation point for related issues and get engaged as needed in critical system related issues/events
- Ensures the establishment of standards and patterns that will drive consistency of delivery and maintainability over time
- Regularly provides senior business and IT management with overall service health summaries and for positioning service performance relative to pharmaceutical and biotechnology industry peers and general industry
- Participates in the development of the IT strategies and vision, and articulates them to team members and other associates.

- Responsible for ensuring property data and security are not compromised
- Maintain communications with other departments to determine needs, requirements and development of systems maintained by IT
- Review vendor contracts and provides associated recommendations to senior management
- Promote outstanding customer relations
- Manages annual DR testing and ensures all documentation is current and up-to-date.
- Develops and maintains the high-level design plan for the overall logical and technical IT architecture
- Participates in the IT budget and PMO process

**Qualifications / Requirements:**

- 10+ years' experience in IT roles demonstrating technical and professional development
- Minimum 3 years' experience in vendor management
- 3-5 years managing IT teams and providing technology leadership
- Willingness and ability to play hands on technical role on the team
- Excellent management and communication skills
- Demonstrated ability to deliver on complex projects on time and on budget
- Proven ability to run a highly-effective support organization
- Broad and deep understanding of modern computing technology, systems and network architecture, data management, information security and cloud-based services.
- Proven ability to understand highly technical project requirements
- Demonstrated success managing a team delivering high quality services to customers / users
- Successful experience managing critical business systems
- Experience developing and managing a budget, managing assets, and negotiating with vendors

**Special Skills / Knowledge:**

- Strong written and oral communication skills
- Strong presentation and interpersonal skills
- Exceptional analytical, conceptual and problem-solving abilities
- Exercise judgment within broadly defined practices and policies in selecting methods, techniques and evaluation criteria for obtaining results
- Excellent organizational skills and the ability to balance several on-going projects simultaneously
- Ability to communicate ideas in both technical and user-friendly language
- Experience working in a team-oriented, collaborative environment

**About Aimmune Therapeutics, Inc.**

Aimmune Therapeutics is a clinical-stage biopharmaceutical company located in Brisbane, California, in the biotechnology hub south of San Francisco. The company is developing desensitization treatments for food allergies and plans to initiate an international Phase 3 trial for its lead product, for the treatment of peanut allergy, in early 2016. For more information, please visit [www.aimmune.com](http://www.aimmune.com).

Aimmune Therapeutics offers a competitive compensation and benefits package.

Aimmune Therapeutics is an Equal Opportunity Employer.

**Qualified candidates should forward a resume and cover letter, including a statement of interest, availability, and experience to Human Resources ([careers@aimmune.com](mailto:careers@aimmune.com)) with the job title in the subject line.**

Principals only; no recruiters please.