IT Systems Operations Manager

Division:	USA	**Job Code:**	2330
Location:	Corporate (Spokane)	**Job Function:**	IT & Systems
Department:	Information Technology	**FLSA Status:**	Exempt
Reports To:		**Effective Date:**	09/24/26

Job Summary

The IT Systems Operations Manager is accountable for reliable, secure and consistent day-to-day IT operations across an assigned portfolio of Pyrotek sites and business units, spanning multiple territories and varying business alignments in a global manufacturing environment. This position will lead assigned systems/support personnel, execute global technology standards locally, coordinate operational restoration and change, manage site technology lifecycle and readiness, and continuously improve the team member and site technology experience.

Qualifications

Education/Experience

Bachelor's degree in Information Systems, Computer Science, Engineering, or a related field plus a minimum of seven (7) years of progressive experience in IT operations, infrastructure, endpoint support, or service-management including experience leading teams or cross-functional workstreams supporting multi-site manufacturing or other distributed, business-critical environments; or equivalent combination of education and experience.

Knowledge/Skills/Abilities

IT Systems Operations Skills. Working knowledge of endpoint computing, network fundamentals, enterprise systems, Microsoft/cloud services, cybersecurity controls and IT service management sufficient to coordinate specialist teams. Demonstrated experience with incident, problem, and change management; ITIL or equivalent practical service-management training is preferred. Ability to effectively coordinate vendor and service provider activities.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization and across the globe. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Strategic Change Agent. Courage to make and encourage others to make difficult decisions. Ability to foster commitment to the shared mission and vision of Pyrotek and actively lead in development/execution of strategic goals and objectives related to assigned responsibility.

Leadership Skills. Build a culture of tolerance, acceptance and civility by setting an example to team members. Ability to coach and motivate team members in planning, strategy, decision-making, teamwork, and process improvement. Ability to effectively manage team projects to completion according to schedule. Ability to provide regular performance feedback and to write annual performance reviews. Ability to foster attitudes, conditions and environments that guide teams toward excellence and a respectful, positive, transparent, and collaborative environment. Ability to develop team member skills and encourage growth, and to foster quality focus including improving product development processes and procedures.

Computer/Applications Skills. Proficient MS Office computer skills, including Word, Excel and PowerPoint and SharePoint. Demonstrated knowledge of IS systems, software, hardware, and IT infrastructure. Solid understanding of IS terminology. Ability to gain knowledge of new software and hardware quickly and efficiently.

Analytical Skills. Ability to use information/data and various metrics to develop an informed and factual business case. Ability to define problems, collect objective data, establish facts, and draw valid conclusions. Adept at root-cause analysis.

Core Business Skills. Ability to exercise sound judgement and discretion in handling proprietary and confidential information. Displays willingness to make decisions and work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Ability to work collaboratively within a matrix environment. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Highly organized, detail oriented and self-disciplined.

Professional Investment. Demonstrated commitment to personal professional development and life-long learning. Proactively involved with professional and community organizations that promote professional growth and/or enhance Pyrotek's ability to meet and/or exceed goals and objectives. Demonstrated passion for developing others.

Flexibility. Ability to work outside of normal business hours due to business demands and be on call to support business functions and personnel, as needed.

Travel Requirements. Ability to travel domestically and internationally, by land and air, up to 25%. U.S. Passport or ability to obtain.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Oversee the effectiveness, consistency, and security of daily IT operations for assigned sites, business units, and territories by managing and/or providing:
    a. **Portfolio service operations and support**, to include:
        i. Owning operational performance for end-user and site technology services within the assigned portfolio, using Global IT processes, standards and service-management tools.
        ii. Leading the assigned support team in timely request fulfillment, incident resolution, escalation and communication, with particular attention to manufacturing impact and critical business operations.
        iii. Ensuring support work is prioritized based on business impact, urgency and agreed service expectations rather than local or informal escalation.
        iv. Act as the operational point of accountability for recurring service issues across the assigned portfolio until the issue is driven to closure.
        v. Meet quarterly with key site business stakeholders and key IT delivery service providers to review initiatives and outcomes, raising needs, wins and opportunities for service delivery.
        vi. Lead or coordinate regional and site-level technology projects of limited to moderate scope. Establish project plans, facilitate stakeholder meetings, manage communications, track actions and risks, coordinate resources, and ensure successful delivery of operational and infrastructure initiatives in alignment with Global IT governance processes.
        vii. Partner with site and business leaders to identify, assess, and qualify technology improvement opportunities. Assist stakeholders in determining whether needs should be handled through operational support, service requests, enhancement activities, or formal project intake processes. Provide initial scoping, business context, and operational impact information to support demand and project governance decisions.

b. **Incident, problem, and change management**, to include:

   i. Leading execution of incident, major-incident, problem, and change-management practices across assigned sites in coordination with the accountable global process and technical owners.

   ii. Ensuring material incidents have clear business impact, ownership, communications and post-incident follow-through.

   iii. Identifying recurring incidents and operational friction across assigned sites; sponsor root-cause analysis and corrective actions with the responsible infrastructure, application, security or manufacturing technology teams.

   iv. Ensuring regional changes are properly planned, approved, communicated, documented and executed with appropriate rollback and business continuity considerations.

c. **Site technology readiness and lifecycle**, to include:

   i. Maintaining an accurate operational view of site technology health, support coverage, lifecycle needs, local constraints and known risks across the assigned portfolio.

   ii. Coordinating endpoint, local infrastructure, connectivity and workplace-technology deployments using global standards and engineering guidance.

   iii. Planning and executing site refreshes, openings, relocations, upgrades and other operational technology activities in partnership with the appropriate global technology owners and project teams.

   iv. Preventing unmanaged local technology by escalating non-standard requests and exceptions through agreed architecture, security and governance processes.

d. **Global standards, security, and resilience**, to include:

   i. Implementing Global IT policies, standards, and controls consistently across assigned sites, including endpoint, infrastructure, identity, security, backup/recovery, asset, change and service-management requirements as applicable.

   ii. Partnering with Information Security on compliance, vulnerability remediation, security events, and local risk follow-through; Security retains policy and specialist incident ownership.

   iii. Partnering with business continuity and technical owners to maintain practical recovery readiness for critical site services.

   iv. Demonstrating Assumed Ownership (AO): own the handoff, confirm the accountable owner, communicate status and remain engaged until the outcome is resolved.

e. **People leadership and capability**, to include:

   i. Leading, coaching, and developing assigned support and systems operations team members; set clear expectations, review performance, build skills and improve cross-site coverage.

   ii. Balancing business-unit responsiveness with one Global IT operating model by sharing capacity, knowledge, procedures, and support across portfolio and regional boundaries when practical.

   iii. Creating clear escalation paths and reducing dependence on individual knowledge through documentation, standard work, cross-training and succession coverage.

   iv. Reinforcing *Listen. Advise. Deliver.* in operational behavior: listen to impact, advise on practical options, and deliver reliable outcomes.

f. **Performance and continuous improvement**, to include:

   i. Using service data and operational trends to identify where work is reactive, duplicated, recurring, or unnecessarily complex.

   ii. Driving improvements that reduce recurring incidents, increase self-service and automation, improve change success, strengthen service reliability, and simplify the user experience.

iii. Maintaining concise operating reviews covering material incidents, recurring issues, capacity, risks, lifecycle needs, dependencies, and improvement actions across the assigned portfolio.

iv. Using formal service-management systems as the authoritative source for incidents, requests, changes, problems, assets, and operational commitments.

g. **Financial, supplier, and local coordination**, to include:

i. Supporting operating budgets, purchasing, and forecasts for site technology within delegated authority and global standards.

ii. Coordinating local vendors and service providers, escalating contract, licensing, or strategic supplier matters to the accountable global owner.

iii. Providing contract details for any contract service for maintenance and review in the contracts record keeping system.

iv. Validating that operational spending supports approved standards, lifecycle needs and business outcomes, and challenging avoidable duplication or one-off complexity.

v. Coordinating site-level implementation logistics with local leadership while ensuring technical design and policy decisions remain with the accountable functional owners.

2. Regularly monitor, evaluate, and report on **"Measures of Success",** to include:

i. Reduction in recurring incidents and avoidable reactive work.

ii. Incident and service-request performance against agreed service expectations.

iii. Change success and reduction in failed or disruptive changes.

iv. Employee/site adoption of self-service, standard support methods and automation where available.

v. Compliance with endpoint, asset, lifecycle, security and operational standards.

vi. Timely closure of major-incident corrective actions and recurring problem actions.

vii. Stakeholder confidence in reliability, communication and operational follow-through.

3. Supervise, coach support, train and develop personnel in assigned area; resolve personnel issues, redirecting complex issues to management and HR in a timely manner; directly manage team members, including assigning and reviewing work, evaluating performance/compensation, resolving grievances, administering disciplinary action, interviewing employment candidates, and effectively recommending hires and terminations in a timely manner.

4. Ensure effective communication of goals, objectives and expectations throughout assigned department/team members. Maintain the cooperation and support of team members company-wide through effective interdepartmental communication. Serve as a role model in areas such as professionalism, service orientation, agent of change, education, and commitment to organizational goals and objectives.

5. Foster attitudes, conditions and environments that guide your team toward excellence while acting with integrity and ethics aligned with Pyrotek core values. Create a work environment that helps foster tolerance, acceptance and civility and the ability and desire of team members to act in empowered ways. Actively reward / recognize team members to reinforce accomplishments and positive outcomes.

6. Determine the effectiveness of policies, procedures and projects/plans. Take appropriate corrective measures when necessary. Identify new applications, innovations, quality and/or safety improvements and report findings/results to management. Ensure all activities and operations are performed in compliance with federal/national, state/regional and local regulations.

7. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.

8. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
9. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
10. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
11. Actively support compliance with all relevant ISO management system standards by maintaining electronic resources to comply with and support ISO document control systems and operational processes. Implement systems to control electronic waste, if applicable.
12. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
13. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
14. As a member of the management team, promote and ensure compliance with Equal Employment Opportunity and Affirmative Action.
15. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, the team member will generally work in an office environment with exposure to a manufacturing environment that may present loud noise, moving mechanical parts, and fumes or airborne particles. Personal Protective Equipment (PPE) including approved footwear, respirators, and safety glasses/goggles may be required.

Team Member's Signature _____ Date _____

Pyrotek is an Equal Employment Opportunity Employer and does not discriminate on the basis of race, religion, color, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit based factors.