



Manager, IS Operations & Service Delivery

Winnipeg, Manitoba

TRAF Offers:

- Positive, diverse, equitable, and inclusive work environment
- Competitive salary
- Comprehensive benefits package

About TRAF:

The Teachers' Retirement Allowances Fund (TRAF) administers the defined benefit pension for approximately 40,000 active, former, and retired teachers in the Manitoba public school system.

TRAF is committed to a diverse, equitable, and inclusive workplace. Under *The Accessibility for Manitobans Act*, all applicants may request reasonable accommodation, which will be provided throughout the recruitment process.

How to Apply:

Please apply online at jobs.peoplefirsthr.com/#/jobs.

For further information about this career opportunity, please contact Jenessa McCrae at jmccrae@peoplefirsthr.com.

We thank all applicants for their interest; however, only those selected will be contacted for an interview.

Privacy Notice:

By applying, you consent to People First HR retaining your resume for up to seven (7) years to consider you for current and future opportunities. If you do not wish for your information to be kept on file, please email jmccrae@peoplefirsthr.com.

Located in downtown Winnipeg at The Forks, **TRAF** (Teachers' Retirement Allowances Fund) is seeking a **Manager, IS Operations & Service Delivery** to lead the day-to-day functions of the development and IT support teams. Reporting to the Chief Technology Officer, this role ensures the reliable and high-quality delivery of IT services while driving continuous improvement, operational efficiency, and exceptional service standards.

As the Manager, IS Operations & Service Delivery, you will:

- Lead the IT Service Desk to ensure timely triage and resolution of all incoming service tickets, maintaining clear service levels and priorities.
- Serve as Incident Response Leader, coordinating communication, driving resolution and leading post-incident reviews.
- Establish and maintain service operations practices including problem management and change control and maintain a known-error database.
- Implement and optimize Jira Service Management for internal support, contributing to a unified member helpdesk model with Zendesk.
- Facilitate Agile ceremonies for the development team, ensuring smooth sprint execution and continuous delivery improvement.
- Partner with the DevOps lead to coordinate releases and maintain deployment readiness.
- Monitor and report on service performance, using metrics to identify trends and drive process enhancements.
- Coach and mentor front-line IT analysts, fostering collaboration across development, infrastructure, and member services teams.
- Manage vendor relationships and escalations, upholding strong security, privacy, and compliance standards.
- Promote knowledge sharing and self-service through documentation, runbooks, and internal knowledge bases.

You and Your Experience:

- Minimum of 5-8 years of experience in IT operations or service delivery, including team leadership.
- Post-secondary education in Computer Science, Information Systems, or a related field, or an equivalent combination of education and experience.
- Hands-on expertise with ITIL practices (incident, request, problem, and change management) and major incident leadership.
- Proficient with Jira Service Management; familiar with Zendesk or similar platforms.
- Strong communication, facilitation, and stakeholder management skills.
- Assets: ITIL 4 Foundation or Managing Professional (MP), HDI certification, Scrum Master (CSM/PSM) and experience within the public sector or regulated environments.