Position: IT Operations Manager
Department: Portfolio Administration
Reporting to: Vice President of Portfolio Administration
Location: Tampa, FL or New York, NY
FLSA Status: Full-Time Exempt

Summary: The IT Operations Manager is responsible for managing the technical support team and its day-to-day data responsibilities within VanEck’s systems infrastructure and suite of portfolio management systems. VanEck has distinct business operations in the U.S., Europe and APAC. This role is responsible for the data operations in all regions.

Essential Duties and Responsibilities:

Includes the following, other duties may be assigned as needed:

- Oversee the ingestion of investment data used within portfolio systems and internal databases. Sources of data are administrators, market data providers, other system providers, etc.
- Assume the administrator function (create user, configure reports, etc.)
- Ensure files are loaded into these systems, and reports are generated out of these systems on time
- Manage ticketing system and ensure they are assigned in a timely fashion
- Oversee the internal movement of data within VanEck’s infrastructure
- Liaise with development team within Technology to troubleshoot feeds and reports that were created
- Define KPIs for vendors and operations consultants.
- Handle communication with vendors, custodians, market data providers, and index providers, when files are arrive late or are incorrect
- Proactively communicate to interested parties when tools or data are not operating according to schedule
- Oversee daily/monthly/quarterly tasks, and escalate when tasks were not completed on time
- Track failures and identify bottlenecks, vendor analysis
- Analyze current process and recommend improvements; identify and implement best practices
- Document and enforce policy and procedures

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Supervisory Responsibilities:

This position will oversee a team of external operations consultants.

Education and/or Experience:

- Bachelor’s degree required, focus in Operations Management a plus
- 5-10 years of industry experience working within the technology and data operations of a financial firm
- Knowledge related to financial operation workflows and best practices.
- Working experience in SQL required.
• Python programming skills a plus.
• Excellent verbal, written and interpersonal communication skills.
• Attention to detail
• Track record of leading business improvement
• Ability to work well independently and collaborate as a member of a team which includes the ability to be flexible and adaptable, and take initiative on one's own.
• Ability to work in office a minimum of 3 days per week.

Compensation:

• If this position will be performed in whole or in part in New York City, the base salary range is $115,000 to $135,000. Individual salaries may vary based on different factors including but not limited to, skills, experience, job-related knowledge, and location. Base salary does not include other forms of compensation or benefits offered in connection with this position.

VanEck is committed to treating all applicants and employees fairly and to providing equal opportunity in compliance with applicable federal, state and local laws. VanEck does not and will not discriminate against any employee or applicant for employment on the basis of race, religion, ancestry, color, gender, gender identity, pregnancy, age, physical or mental disability, national origin, marital status, sexual orientation, citizenship status, covered-veteran or military status, genetic information, and/or any other factor protected by law.