

## IT Services Manager

### (Underground Mine & Process Plant)

Location: Vareš / Tisovci, Bosnia & Herzegovina

Work setup: On-site

Department: Information Technology

### Role summary

As IT Services Manager, you will lead the on-site IT function and be accountable for the delivery, reliability, and continuous improvement of technology services that support both administrative departments and operational areas of the underground mine and process plant. This includes enterprise IT services as well as coordination and support for site operational technology (OT) environments and industrial applications such as PI Historian, SCADA/HMI, industrial networks, and underground communications. You will manage service performance, suppliers, and local IT personnel, and work closely with corporate IT and Cyber Security to maintain safe and secure operations.

### Key responsibilities

- Lead day-to-day IT service delivery for the site, ensuring availability, performance, and quality of support
- Act as the primary escalation point for incidents and service requests; drive major incident management, stakeholder communications, and post-incident improvements
- Coordinate support for production-facing systems and OT-related environments (e.g., PI Historian, SCADA/HMI, industrial networks, underground communication systems) together with operations/engineering teams
- Manage end-user computing and site infrastructure lifecycle (asset planning, deployment, maintenance, refresh, and secure disposal) aligned with DPM standards
- Own local service processes (incident, problem, change, request, and knowledge management) and ensure accurate documentation and service reporting
- Lead local identity and access management activities (joiner/mover/leaver), ensuring compliance with access policies and approvals
- Implement and maintain cybersecurity controls and hygiene for the site (patching, endpoint protection, backups, secure remote access) in coordination with corporate Cyber Security
- Manage suppliers and contractors (support contracts, telecom/underground communications vendors), including SLA reviews, service quality, and acceptance of delivered work
- Plan and execute site technology improvements and small-to-medium projects; coordinate changes with operations to minimize production risk
- Lead and develop the local IT team through coaching, clear priorities, performance feedback, and cross-coverage continuity

## Required qualifications and experience

- Bachelor's degree in information technology, Computer Science, Engineering, or a related field (or equivalent practical experience)
- 5+ years of progressive experience in IT operations / service management (service desk and/or infrastructure), preferably in industrial, manufacturing, energy, or mining environments
- Proven experience leading and coaching technical teams, setting priorities, and delivering results in a service-driven environment
- Solid knowledge of IT service management practices (ITIL)
- Working understanding of OT / industrial control environments and production priorities (e.g., SCADA/HMI clients, data historians, industrial communications, availability/safety requirements)
- Strong stakeholder management and communication skills; ability to translate operational needs into service priorities
- Fluent English (written and spoken)
- Ability to work on-site and participate in after-hours escalation/on-call support when required

## Preferred qualifications (advantage)

- Experience supporting PI System/PI Historian, SCADA/HMI environments, industrial networking, or underground communication systems
- Experience managing suppliers and service contracts, including SLA/KPI reporting and service reviews
- Project management certification or training (e.g., PRINCE2, PMP, Agile)
- Relevant certifications such as Microsoft (Azure / Microsoft 365), Cisco CCNA/CCNP, VMware VCP, or OT/ICS security training (e.g., IEC 62443 awareness)

## What we offer

- A key leadership role supporting an operating underground mine and process plant
- Opportunity to work with both enterprise IT and industrial/OT technologies
- Professional development and training support, including role-relevant certifications and continuous learning opportunities
- Private health insurance
- A transparent bonus system based on achieved results and performance

## How to apply

If you recognize this opportunity as your next professional step, please send your CV with the clearly indicated job title to: [posao@dpmmetals.com](mailto:posao@dpmmetals.com).

Thank you for your interest in DPM Metals BH.





