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XSYS

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About XSYS

XSYS is a global provider of integrated solutions for the flexographic, letterpress and pre-press printing markets, offering photopolymer plate processing systems, sleeves/adapters, and complementary workflow technologies. With a strong focus on customer success, we combine deep technical expertise with service and support to deliver consistent quality and productivity for printers, converters, and trade shops.

As **Team Lead IT Operations & Infrastructure**, you are responsible for the reliable, secure, and efficient operation of our global IT infrastructure across on-premises, Microsoft Azure, and Microsoft 365 (M365). You act as the operational owner for infrastructure services and lead a distributed team across Europe and the USA, translating IT strategy into stable, scalable day-to-day operations.

Team Lead IT Operations & Infrastructure (f/m/d)

Key responsibilities

- Ensure stable and secure global IT operations across on-premises and cloud environments.

- Own operational governance of Microsoft 365 services, including identity, collaboration, messaging, and endpoints.
- Operate and continuously improve global connectivity and security (SD-WAN / SASE).
- Own end-user support models and drive service quality across regions and time zones.
- Manage vendors and service providers, including SLAs, escalations, performance, and costs.
- Own hardware procurement, lifecycle management, and software and cloud licensing.
- Strengthen the operational security architecture and drive ISMS implementation aligned with ISO 27001, in collaboration with Security and Compliance.
- Lead, develop, and coach a global IT operations and infrastructure team, fostering a culture of ownership, reliability, and continuous improvement.

Required qualifications

- Proven experience leading IT Operations / Infrastructure teams in a global environment
- Strong hands-on knowledge of hybrid infrastructures (on-prem + Azure) and Microsoft 365
- Experience with global support models and vendor management
- Solid understanding of IT security operations and governance frameworks (e.g., ISO 27001)
- Strong leadership, communication, and organizational skills
- Fluent in English and willing to travel internationally

Benefits

- A modern, international working environment with flat hierarchies and short decision-making processes
- Development opportunities within the company
- Flexible working hours with occasional home office days
- An attractive compensation package
- Annual leave: 30 days per year
- A variety of employee benefits, e.g., bike leasing or health programs

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