



Commonwealth Games 2026 – Job Description

Job title:	Manager IT Operations
Division:	Technology & Broadcast
Department:	Technology
Reports to:	Chief Information Officer & Senior Cyber Advisor
Location:	Glasgow Office based

Background to the 2026 Commonwealth Games

In July and August 2026, Glasgow will host the Commonwealth Games. Approximately 3000 athletes and team officials from up to 74 nations and territories across the Commonwealth will come together in a 11-day celebration of sport and culture. Events will take place across Glasgow, entertaining more than 500,000 ticketed spectators and reaching a global broadcast audience of more than one billion.

Glasgow 2026 Limited, the Organising Company (the OC), is signatory to the Host Collaboration Agreement (HCA) with the Commonwealth Games Federation (CGF) and Commonwealth Games Scotland (CGS) and each have key parts to play in the planning and delivery of the 2026 Commonwealth Games, both individually and collectively, to ensure that the new format 2026 Commonwealth Games are a huge success.

The IT Operations Manager will be responsible for ensuring the effective delivery and implementation of the company's corporate IT systems. This includes managing the Office 365 and SharePoint environments, as well as overseeing the suppliers of these services. This role is situated within a dynamic and evolving environment, shaped by the Glasgow 2026 collaborative delivery model, where responsibilities are shared among a network of delivery partners instead of being centralized within a traditional organizing company.

In this position, you will work closely with internal teams, external suppliers, and delivery partners to ensure that critical office technology is both effective and secure. You will also support users and develop appropriate policies for implementation. This role offers a unique opportunity to contribute to an innovative and legacy-driven Games, focused on sustainability and community empowerment.

Glasgow 2026 is a people-powered Games that brings sport to the heart of communities. With a focus on sustainability, inclusion, and innovation, the Games will be delivered in partnership—with public bodies, event specialists, and local communities all playing a vital role. This role contributes directly to the Games' digital transformation, legacy ambitions, and commitment to showcasing Scotland as a leader in collaborative major event delivery.

This is a unique opportunity to be at the heart of a world-class event, working with passionate professionals and visionary leaders who are committed to showcasing Glasgow on the



international stage as well as delivering an event of excellence to athletes and the local community.

Role Summary / Key Accountabilities

The successful candidate will be responsible for:

- Managing the supplier contracts for office IT hardware, connectivity, and software including Teams, Outlook and SharePoint.
- Supporting the usage of computers, printers, phones, office Audio Visual and other IT equipment installed in the Games Headquarters.
- Development of policies, procedures and user guides to assist users with the use of equipment and the 365 landscape.
- Ensuring user compliance of corporate policies relating to the management of files, storage, SharePoint, cyber and use of IT equipment.
- Put in place IT processes for onboarding and offboarding staff within the file systems.
- Manage system access, user support, incident response, and service continuity.
- Develop and implement procurement strategies for any additional equipment required during the project.
- Define procedures and processes to track and manage IT inventory that enable the accurate and efficient deployment, tracking and recovery of assets.
- Monitoring and reporting on the IT budget and ensure best value for money for the Organising Company.
- Liaise with the OC's Cyber Security Senior Advisor to develop and implement strategies.
- Monitor the IT Supplier incident management system and ensure quality of service from the IT Supplier/s through regular supplier project management.
- Liaise with the Technology Programme Manager regarding implementation plans and project updates.
- Aligning with the Technology Programme Manager, manage and support the Technology Support Coordinator to effectively support the OC with day-to-day technology tasks.
- Support the Technology Programme Manager to develop Games-time readiness strategies and develop and oversee readiness exercise scenarios.
- Support Games-time operations
- Providing regular and timely reporting for all elements of the role.
- Supporting activities and priorities as determined by the CIO.
- Responsibilities of the role will evolve during the lifespan of the Organising Company, and it is likely that the role profile will evolve with the changing needs of the OC.



Knowledge & Experience

Essential:

- Proven experience in an IT management role.
- Excellent organisational, documentation, and stakeholder management skills.
- Ability to work independently and collaboratively in a hybrid/remote team setup.
- Familiarity with cloud-based platforms and IT infrastructure.
- Strong troubleshooting skills across the Microsoft Suite, macOS, and common office applications (e.g., Microsoft 365, SharePoint, Teams, Smartsheet)
- Understanding of Cyber policies and procedures within an organisation and for external suppliers.

Desirable:

- Office365 management qualifications
- Cyber Security qualifications
- Basic networking knowledge (i.e. firewalls)

Personal Characteristics

- Collaborative: Builds strong partnerships, understands shared goals, and works across organisational boundaries.
- Flexible: Adapts to new structures and workflows within an evolving event delivery model.
- Purpose-led: Aligns with the Glasgow 2026 mission of creating an inclusive, community-first, and low-carbon Games.
- Inclusive: Designs and supports systems with accessibility, equity, and ease of use in mind.
- Structured thinker and highly organised.
- Good communication (both written and verbal) and interpersonal skills.