



DARREN GRECH

IT & Operations Manager

CONTACT

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CORE SKILLS

IT Operations Management
IT Project Management
Budget & Asset Management
Payments & Integrations Ops
Team Leadership & Mentoring
Vendor & Supplier Mgmt
IT Strategy & Roadmaps
ITIL Change Management

EDUCATION

BSc Information Technology
Security & Networking
Middlesex University (UK)
2013

CERTIFICATIONS

ISO 45001
Occupational Health & Safety
HST UK · 2021

Bootcamp for Managers
Project Mgmt Practitioner
Misco Malta · 2020

iGaming Academy
iGaming Industry Programme
2016

LANGUAGES

Maltese — Native
English — Fluent
Italian — Intermediate

PROFESSIONAL SUMMARY

A results-driven IT & Operations Manager with 14+ years of progressive experience across infrastructure, project management, and business operations. Currently overseeing IT and operational functions at Highbet, including payments, integrations, cross-team coordination, and platform stability. Proven track record of leading complex IT projects in energy, iGaming, and technology sectors. Adept at building scalable systems, managing technical teams, and translating business needs into reliable technology solutions. Strong advocate for lifelong learning, operational excellence, and effective stakeholder communication.

PROFESSIONAL EXPERIENCE

Operations Manager

Highbet | Jan 2026 – Present | Malta · Hybrid

- ▶ Lead day-to-day operations across payments, integrations, coordination, and cross-team execution.
- ▶ Maintain IT infrastructure stability and platform reliability across all business systems.
- ▶ Drive scalable operational frameworks enabling strong collaboration across technology, service, and commercial teams.
- ▶ Act as central coordination point between internal departments and external technology partners.

IT Manager

Highbet | May 2024 – Present | Il-Gżira, Malta

- ▶ Oversee all company IT operations, systems, infrastructure, backups, and support services.
- ▶ Investigate and resolve infrastructure vulnerabilities; develop robust mitigation strategies.
- ▶ Administer and manage the IT budget, asset inventory, hardware procurement, and licensing.
- ▶ Develop and enforce IT policies, procedures, and compliance standards.
- ▶ Serve as IT liaison between platform providers, frontend developers, and internal teams.
- ▶ Collaborate with SEO and digital teams on IT-related tasks and technical implementations.

IT Manager

Avid Lionz | Feb 2025 – Present | Malta

- ▶ Manage IT infrastructure, leadership, and operational continuity for the Avid Lionz group.
- ▶ Oversee infrastructure management and cross-functional IT support across business units.

IT Manager

ElectroGas Malta | Jul 2017 – Jul 2023 | Marsaskala, Malta · Hybrid

ElectroGas Malta operates Malta's LNG-to-power facility — a complex engineering environment comprising floating LNG storage, regasification facilities, and a combined-cycle power plant.

- ▶ Managed IT project delivery from inception to commissioning for all IT aspects of the power plant.
- ▶ Administered budgets, negotiated with key stakeholders, and prioritised projects by ROI and business need.
- ▶ Managed VMware infrastructure, virtualisation platforms, and server environments.
- ▶ Designed and implemented Backup & DR strategies using Veeam (backup, staging, replication).
- ▶ Maintained and audited all workstations, servers, and network equipment on scheduled cycles.
- ▶ Supported hardware/software procurement, asset management, and licensing compliance.
- ▶ Delivered endpoint, server, and network support across both IT and OT-adjacent environments.

IT Manager

BetHard Group Ltd. | Jan 2016 – Jun 2017 | Malta

- ▶ Maintained system documentation, IT procedures, and internal knowledge base.
- ▶ Managed Windows Server infrastructure, firewalls, and access point configuration.
- ▶ Monitored Service Desk queues; ensured correct ticket prioritisation and SLA adherence.
- ▶ Troubleshoot LAN/WLAN issues; acted as gatekeeper between ISP and the business.
- ▶ Administered user accounts, escalated critical incidents, and owned resolution to closure.

IT Manager

PG Holdings | Jan 2015 – Dec 2015 | Qormi, Malta

- ▶ Planned and managed the ICT budget; obtained competitive supplier quotes for cost optimisation.
- ▶ Evaluated ICT systems, scheduled security backups, and researched/installed new technologies.
- ▶ Guaranteed smooth operation of all ICT systems including AV software, print, and email services.
- ▶ Secured network access for remote users; protected data from internal and external threats.
- ▶ Mentored and trained junior ICT support staff.

Networks Technical Service Officer

MITA – Malta Information Technology Agency | Jun 2014 – May 2015 | Malta

- ▶ Configured, maintained, and troubleshoot Cisco routers, switches, and ASA firewalls across the Government of Malta network.
- ▶ Managed network monitoring tools: PRTG, Cisco ACS, Netflow, and HP ProCurve.
- ▶ Implemented ITIL-aligned change management practices for all infrastructure changes.
- ▶ Analysed customer requirements and developed customised solutions with vendors and partners.

IT & IS Security Specialist

Vodafone Malta (via CSL Data Centre Services) | Jan 2013 – Jun 2014 | Malta

- ▶ 24/7 monitoring of all networks and services to ensure high availability and SLA attainment.
- ▶ First-level support and troubleshooting across all operational systems.
- ▶ Maintained internal procedures, documentation, and equipment records.
- ▶ Liaised with Customer Care on subscriber-related problems outside office hours.

Early Career (2010 – 2014)

Technical Support Specialist · CSL Data Centre Services | Junior Systems Engineer · PTL Ltd.

- ▶ Provided hardware/software, server, and network support across a range of SME and corporate environments.
- ▶ Administered Active Directory, Windows Server 2008, LAN/WAN, and asset inventories.
- ▶ Supported system engineers on-site; delivered first-line technical support to customers and internal users.

