

INFORMATION SYSTEMS SERVICES MANAGER

Position Title: Information Systems Services Manager
Position reports to: Micros Executive
Direct Reports: Yes
Office Location Adapt IT Johannesburg

PURPOSE OF THE POSITION

To manage all aspects of the Information Systems division needs, be it environment and or internal systems to the satisfaction of all the stakeholders

SYSTEMS MANAGEMENT

- Set system security policies and standards and ensure the enforcement thereof, both for the division and hosting.
- Oversee management of all internal systems.
- Manage the routine audits of systems to include but not limited to, software patches, health audits and backups.
- Documenting of all actions, systems and process.
- Set IT security policies and standards and ensure the enforcement thereof.

MANAGEMENT, MONITORING AND COMPLIANCE

- Manage the hosted environment and the delivery outputs according to best practise
- Maintain Task List.
- Work within the metric framework of deliverables setup within the KPA/KPI structure.
- Establish and monitor client SLAs.
- Monitor suppliers SLA's and warrantees. Plan and present strategic IT roadmap on an annual basis .
- Manage hosting centre change controls

BUDGETING AND OPERATIONAL REQUIREMENTS

- Preparing of annual requirements and budgets for all hosting infrastructure

STAKEHOLDER MANAGEMENT

- Interface with vendors and contractors if necessary and as requested
- Broadcast announcements to the company or relevant department to keep everyone informed about new services, products, features and standards.

RISK MANAGEMENT

- Manage the backup process and execution
- Ensure continued operation of all backup and disaster recovery processes
- Develop, implement, and test IT projects
- Remain current with changes in technology, continually looking for ways to apply it in an effort to give the company competitive advantage.
- Ensure all IT Support documentation is kept up to date and is available for audit as and when required.
- Warranty management on all IT equipment.
- Identifying issues where efficiency or performance could be improved and escalate accordingly

REPORTING

- Present the management team with usage statistics for various aspects of the business including but not limited to APN usage, printing statistics and bandwidth usage.

PEOPLE MANAGEMENT

- Oversea and manage the hosting/developer's projects and the day-to-day maintenance
- Manage the team of product specialist, dba's, technical administrators, developers.
- Provide information and/or informal training to employees where required
- Performance Management
- Ability to manage teams in specific projects

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Grade 12/Matric
- Matric / Grade 12 / Equivalent
- IT Qualification essential

- Minimum 5 years' experience in similar role
- Able to manage a team
- Oracle DBA certification

DESIRED SKILLS AND QUALITIES

- Accuracy
- Excellent communication skills
- Excellent numeracy skills
- Cost control
- Effective leadership
- Results and deadline driven
- Resilience
- Able to take full accountability
- Teamwork
- Ability to work under pressure