datacentrix

Serious about performance, passionate about value

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Technical Manager – Network and Security

Location: Cape Town

Technical managers must design, control, and manage the operational process and integrity of technological services provided by Datacentrix to the Customer within the relevant business unit. The operations managers ensures the smooth running of the day to day operations ensuring the team has the required skills, certification and experience to support products and services sold and delivered to csutomers. Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices. This position will also interact with all BU Managers within the Regional Services team.

Primary Role Accountabilities:

- Manage a team of technical engineers, providing career development plans, mentoring and coaching, conflict management.
- Contribute to short and long-term organizational planning and strategy as a member of the management team
- Identifying operational processes, outputs and feedback, and use this transformation process to improve the operational systems, processes, and policies in support of an organisation's mission
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Managing of subcontractors to deliver on SLA requirements
- Managing the lifecycle of incidents, requests and IMACD's incident, request or IMACD in compliance with relevant SLA's
- Increase the effectiveness and efficiency of Services through improvements to each SLA
- Ensuring all SLA's are fulfilled within the contracted agreement with customer
- Be involved with BU manager with overall financial management, planning, systems and controls, and organising fiscal documents
- Ensuring quality operations management in an organisation by finding the perfect processes for the people who have to get the work done
- Creating an empowering work environment to maximise and align workforce efforts and overall team productivity
- Will report into the Regional Services Manager
  Behavioural Competencies
- Results orientated
- Operational efficiency
- Fostering cooperation
- Relationship management

- Continuous improvement
- Forward thinking
- People centric
- Be able to work under stress and long hours if require

Critical Requirements - Skills, Experience & Qualifications:

- Relevant IT Degree in Computer Science, Information Security or related field
- Matric Certificate
- Certified Information Systems Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- Basic understanding of financials
- 10-15 years experience in network and security
- Be familiar with network and security monitoring including best practices in each area
- Understand network fundamentals and protocols (OSPF, BGP, VLANs, VPN, DNS, DHCP, OSI Model, multicast, routing and switching, Wi-Fi, SD-WAN, MPLS)
- Understand security fundamentals and protocols (perimeter security, vulnerability, SOC, SIEM, security frameworks)
- Be familiar with ISO27001 Certification (Information and Data Security)
- Good understanding of firewall UTM(Unified Threat Management) features including web content filtering, IDS, IPS, DOS mitigation and Anti-virus, VoIP and QOS
- Implement and manage security controls for firewalls, encryption, access, and identity
- Stay updated on emerging security threats and recommend improvements
- Perform initial investigation and gap analysis for compliance
- Develop security reporting capabilities and handle customer questionnaires
- Conduct and provide reporting on regular risk assessments for software, systems, and infrastructure vulnerabilities
- Familiar with privacy regulations (e.g. POPIA, GDPR, HIPAA, PCIDSS)
- Comprehensive understanding of security controls and risk management
- Familiarity with cloud security architecture and best practices
- Strong background and work experience in Operations
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Ability to look at situations from several points of view
- Delegate responsibilities effectively
- Solid understanding of financial management.
- Ability to build consensus and relationships among managers, partners, and employees.
- Ability to perform within a multi-functional programme team comprising both company staff and the customer
- Excellent communication skills with the ability to work across multi-functional teams and businesses.

- Be familiar and have experience with DR and Business Continuity relating specifically to network and security scenarios
- Strong administrative skills for policy and documentation maintenance
- Confident and effective dealing with Customers and End Users

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verifiation; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certifiedqualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

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