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: Operations Manager

Location: Midrand

- Integrate, deploy, maintain, supervise and ensure the efficient operation of the Operational environment for managed, database administration, System Center team, Backup team, Network team, Server team, Computer center , Monitoring team and Citrix Team and off-site locations.
- Developing and introducing best practice standards and operational frameworks with supporting systems that will provide a sustainable and stable environment with minimal business disruption with adequate recovery times for incidents and disaster recovery on a 24x7x365 basis. for all Datacentrix customers and the Alviva Group.
- Manage and optimize client servers, database management, equipment within the computer center and off-site environments as to ensure a seamless experience for the customer. This includes managing the IT staff and contractors responsible for maintaining, monitoring and diagnosing the environments.
- Develop automated monitoring and reporting to ensure service levels are obtained.
- Delivery based on Project Management disciplines and methodologies
- Work closely with the IT executive staff, other departments and supporting environments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

Primary Role Accountabilities :

- Lead the ICT Operations Center teams in terms of operational planning & associated projects, organize & negotiate the allocation of ICT resources accordingly.
- Lead the Alviva Group ICT operations within the SLA with the Group SDM for Alviva and ICT Service Centre Manager.
- Ensure the efficient utilization of ICT resources – including personnel & tooling across the areas of responsibility for all Datacentrix customers and the Alviva Group.
- Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Analyse existing operations & make recommendations with a view to innovate and gear the environment for growth of the infrastructure and ICT systems & automate functions. Build once, deploy multiple times via standardisation
- Oversee operations-related projects. Report on the ICT Operations Centre Projects weekly.

- Ensure Process & ITIL is followed via the tooling that is made available
- The Datacentrix Operations Centre specifically amongst others include:
    - Microsoft Toolset
    - Asset Management
    - Patch Management
    - Anti-virus Management
    - Audit, security and governance compliance
    - Networking
    - 2nd line support
    - Monitoring
    - Citrix
    - Server Management
    - Backup Management
- The Computer Centre environment & off-site locations, specifically amongst others include:
    - Operational manuals & ensuring that these are kept current
    - Ensure that facility requirements are operational and testing being conducted on a scheduled basis
    - Server and database management with maintenance & control
    - Audit, security and governance compliance
    - Back-up & restore management according to good practice
    - Storage Management
    - Capacity Management
    - Database administration
    - Fail-over &Disaster Recovery Management
    - Operating System management including monitoring & reporting
- Customer SLA
    - Customer SLA is Key
    - Ensure all SLA are met
    - Understand the Key Performance Indicators
    - Focus on customer satisfaction and prevention of failures rather that addressing them reactively
- Delegate duties and tasks within the team
- Review completed tasks to ascertain compliance with standards.
- Monitor all team members and provide necessary advice and guidance.

- Coach all team members and motivate them to produce desired results.
- Keep up with trends in the constantly evolving information technology industry.
- Perform regular IT audit to discover areas of weaknesses and fortify them.
- Work alongside other departments to achieve company goals and visions.
- Work alongside other departments to achieve Customer SLA's and goals.
- Provide solution to any complex IT related challenges in the organization.

Critical Requirements - Skills, Experience & Qualifications:

- Skills:
    - Strong Customer focus
    - Demonstrated ability to apply technology solutions to business problems.
    - Superior analytical, evaluative, and problem-solving abilities
    - Exceptional service orientation.
    - Ability to articulate ideas to both technical and non-technical addressees.
    - Ability to motivate in a team-oriented, collaborative environment.
    - Proven leadership ability
- Excellent technical knowledge of the IT Services technology stack with IT trends for:-
        - co- location and facilities management, Managed and Hosted Services, Virtualization, Cloud,
        - Collaboration, Value Added Services, Managed LAN/WAN, IT Operations and Security Services
        - Desktop environment
        - Communications environment
    - Ability to set and manage priorities judiciously.
    - Excellent written and oral communication skills.
    - Excellent interpersonal skills.
    - Strong tactical skills.
    - Exceptionally self-motivated and directed.
    - Excellent negotiation skills
- Personal attributes:
    - Attention to detail
    - Driven with a passion for excellence
    - Technical leadership ability
    - Delivery orientated

    - Good interpersonal relationships
    - Ability to work under pressure
    - Innovative by nature!
- Qualifications:
    - University degree in the field of computer sciences, information systems or computer engineering.
    - Operations Management
    - ITIL
    - Project Management
    - 10 - 12 years experience
    - MSCE
    - Network Qualification
    - 8 years' experience in managing and/or directing technological operations
    - 12 years' experience working in the ICT industry.
    - Experience in Operations, applicable standards, governance structures and frameworks.
    - Excellent knowledge of technology environments, including computer centers, printing, database administration, telecommunications, networks, programming, media, and desktops.
    - Solid understanding of computer systems characteristics, features, and integration capabilities.
    - Extensive knowledge of data processing, hardware platforms, enterprise software applications, and outsourced systems, including the communications environment.
    - Exposure to business theory, business processes, management, budgeting, and business office operations.
    - Excellent understanding and use of project management principles.
    - Proven experience in planning, organization, and development

Contact

Constance Ralepelle
Tel: +27 87 741 5000
Fax: +27 87 741 5100
Email: Constance Ralepelle