

IT INFRASTRUCTURE AND HOSTING MANAGER

- Develop and maintain strong working relationships with internal Technology stakeholders
- Develop and manage deployment for user end-point environments.
- Develop and manage user account and IT service provisioning and de-provisioning
- Drive continuous improvement and introduction of IT 'best practices' into all areas of process, metrics, and performance
- Coordinates resources to install server and workstation software and hardware upgrades
- Design and implement (on-premise and cloud-based) hosting solutions for high-availability services in collaboration with external IT support teams, cloud computing engineers, architects, cyber experts and developers.
- Operate and continuously improve hosting services based on cloud and on-premise systems.
- Monitor the hosting services, make recommendations to ensure optimised cloud consumption/spending and optimise capacity, usage, lifecycle management, performance and interface with customers to achieve excellence in service delivery.
- Participate in resolving major issues/outages and problem investigations and root cause analysis.
- Gather customer requirements, transform them into technical specifications and service solutions, monitor service delivery, interface with customer and ensure that objectives agreed are met.
- Develop IT budgets and assists leadership team with the research of IT needs for their respective departments.
- Audit Supervision

Qualifications and Skills Required

- Qualification in Computer Science, Engineering or in another related technical field.
- A minimum of 5-10 years' relevant managing large infrastructures (platform storage network) including cloud solution design.
- Experience in automation, DevOps, CI/CD, Agile, Microsoft Azure, Amazon Web Services (AWS) or Google cloud administration.
- Experience in IT service management.
- Cisco certifications will be advantageous
- Experience in project management.
- Strong communication skills
- Analytical thinker
- Customer centric
- Result-driven and agile