VACANCY		

REFERENCE NR	:	VAC07630
JOB TITLE	:	Senior Manager: LAN and Desktop Support
JOB LEVEL	:	D4
SALARY	:	R 453,172 - R 755,286
REPORT	:	Head of Department: LAN and Desktop Support
DIVISION	:	Network and Service Management
Department	:	LAN and Desktop Services
LOCATION	:	Gauteng, Head Office
POSITION STATUS	:	Fixed Term contract – 24 months (Internal/External)

Purpose of the job

Provide inputs to the Divisions Annual Performance Plan with regards to LAN and Desktop Infrastructure Services to ensure the organisations goals and objectives are achieved

Develop the LAN and Desktop Infrastructure Services business plans that supports the organisations strategic to ensure the organisations goals and objectives are achieved

Management and control of LAN and Desktop support and maintenance service functions, including development of new and enhancement of existing processes, procedures, systems, rules and outputs for solutions / service delivery to ensure timeous detection and resolution of issues in order to enable undisrupted business continuity in the Client's environments.

Develop LAN and Desktop Infrastructure Services charters and plans the ensure the business plan objectives are achieved

Lead, manage, plan, organise and coordinate the provisioning of LAN and Desktop Infrastructure Services.

Manage, plan, coordinate and control all support services, systems, servers and other LAN infrastructure related services.

Management of the LAN and Desktop Services; maintenance and support services relating to the LAN Infrastructure in order to ensure availability of the services according to prescribed standards.

Manage the planning, design, acquisition, implementation and maintenance of the LAN infrastructure.

Manage the resolution of hardware and software service requests, incidents and problem resolutions within the LAN infrastructure environment.

Key Responsibility Areas

Develop and implement LAN and Desktop Support Services Roadmaps, processes, procedures, policies and governance frameworks;

Manage, execute and report LAN and Desktop Support Services processes, contractual arrangements and activities to achieve business operational efficiencies;

Ensure consistent service Delivery of LAN and Desktop Support Services;

Financial management; and Human resources Management.

Qualifications and Experience

Minimum: 3 – 4 year National Higher Diploma / National Degree in Computer Science or Information Technology/Engineering .

Experience: 8 - 9 Years experience in LAN & Desktop Support with management responsibilities in a corporate /public sector organisation, including: experience as a Manager/ Specialist with general management, business support/operations in a Corporate/Public Sector Organisation

Technical Competencies Description

Knowledge of: Server Support, Security Support, Backup Support, Desktop Support; System performance and security indicators; Implementation

Pre and Post sales design; LAN and Desktop service offerings; LAN and Desktop service catalogue; Advanced LAN planning and design knowledge and experience; Performance Management; Contracts and Service Level agreements; Capex and Opex Management; Stakeholder management;

A Solid Understanding of: Knowledge of hardware and software support for client system and solution architecture

Mentoring and Coaching of Lead Consultant; Managing through evolving technologies; Managed various technologies; Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications; ICT Trends; Network Operating Systems; Project Management; Understanding of Quality assurance standards; Various and relevant legislations: King Code III.

Skills: Understanding of various services and solutions pertaining to the LAN and Desktop Infrastructure services example, Active Directory, computer virus protection. Not limited to the mentioned examples

Understanding of messaging services; Understanding of data management backup principles; LAN based technologies; Ability to lead concurrent projects; Documentation (Visio etc.); Quality of Service; ITIL.

Other Special Requirements

The incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies.

How to apply

Kindly send your CV to Lerato.recruitment@sita.co.za

Closing Date: 28 October 2019