



VACANCY

REFERENCE NR	:	VAC01793
JOB TITLE	:	Technical Manager: Cloud
JOB LEVEL	:	D3
SALARY	:	R724 276 – 1 086 415
REPORT TO	:	Senior Manager: Hosting Open Systems
DIVISION	:	IT Infrastructure Services
DEPT	:	Hosting
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (External & Internal)

Purpose of the job

Overall responsibility for the day-to-day operations of managing Cloud Services including software deployment and upgrades, system setup, system administration, monitoring, incident resolution, problem management, configuration and change management to ensure services are delivered to clients as per the applicable SLAs.

Key Responsibility Area

- Provide an integrated and specialised hosting operational service.
- Provide efficient, and effective specialised operational service in a secure hosting environment.
- Monitor and ensure the availability, reliability and performance of the Hosting Infrastructure through contracted service element groups as per the SLAs.
- Ensures timely liaison with vendors regarding problems, fixes, and required enhancement
- Ensured enhancements all performance matrices and cost curves are closely managed
- Manage resources (i.e. budget/finances, asset/equipment and staff) within the Unit in order to ensure the efficient operation and that all the resources are utilised optimally.

Qualifications and Experience

Minimum: 3-year National Higher Diploma in IT /Bachelor's Degree in Computer Science, Information Systems/Engineering or relevant equivalent to NQF Level 6 Relevant professional certification such as IT/IP/System/Cloud certification/Project management, etc. will be an added advantage.

Experience: 7- 8 years of experience in Information Technology which should include: Technical experience in a Traditional Hosting and/or Cloud computing environment; 1 -2 years in a Managerial or technical lead role within a Traditional Hosting and/or Cloud computing environment Experience in leading and managing large scale Traditional and Cloud Infrastructure programs. Experience in client take-on planning, administrative or managerial capacity. Experience in a diverse technology background and experience with tools to orchestrate Traditional (Mainframe or Open Systems/Midrange) and/or Cloud Infrastructure and managed service providers or cloud services. Experience in balancing the needs of multiple stakeholders, and manoeuvring through complex policy, process and people-related organizational dynamics. Experience in successfully leading initiatives and guiding teams through periods of change and modernisation.

Technical Competencies Description

Knowledge of: Background in performance management, systems administration and capacity planning Strong understanding of enterprise infrastructure and application components. Well versed with data structures, using Excel and/or SQL, to build reports and make recommendations. Strong business and technical acumen. Strong business and technical reporting acumen Strong understanding of traditional and cloud hosting technologies and its implementation across major service providers. A broad view of advancements in technology and an in-depth proficiency with new technologies. Knowledge of traditional and cloud hosting architecture and implementation techniques. Capable of internalizing the organization's technical standards. Knowledge of corporate financial planning cycles, terminologies and interdependencies between supply chain and accounting Strong in Solution Integration and Automation. Expertise in general IT infrastructure- Windows Server, Linux Server, SAP, Oracle, Databases, etc. OR mainframe - z/OS, CICS, RACF, Natural Arabas, DB2, etc. Deep understanding of hosting infrastructure and cloud delivery models. Knowledge of best practices for IT operations. Knowledge of Traditional Hosting configurations, configurations, procedures, standards, patterns and practices. Knowledge of the Private Cloud and Hybrid cloud configurations, procedures, standards, patterns and practices.

Skills: Excellent communication and presentation skills (written and verbal). Strong project management skills, with a high aptitude in managing multiple projects. Ability to negotiate with multiple stakeholders. Good Knowledge of infrastructure, key processes, and technology-oriented risk issues. Excellent analytical, decision-making, and problem-solving skills as well as project management. Outstanding presentation and persuasion capabilities that elicit confidence and credibility.

Other Special Requirements

N/A.

How to apply

Kindly forward your CV to: Thulisa.recruitment@sita.co.za

Closing Date: 15 February 2022

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant's documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be considered.
- CV's sent to incorrect email address will not be considered