IT Operations Manager

Position title: IT Operations Manager
Location: Juba, South Sudan with travels to field locations when necessary.
Reports to: Managing Director
Status: full-time.
Closing Date: 15th January 2024

Job Summary:

The Information Technology Operations Manager will oversee manage and direct the company's information technology (IT) operations, ensuring the department provides an efficient and effective technical support service and guaranteeing customer satisfactions.

Roles and Responsibilities

Administrative and Service Delivery

- Overseeing all the IT departments.
- Meeting and analyzing clients' technological needs.
- Coming up with solutions that can best fit the needs of the clients.
- Assist in the process of developing proposals to be submitted to customers.
- Stay up to date on the latest IT trends and technologies.
- Oversee the planning, implementation, and maintenance of all IT systems and services.
- Allocation of staff to tasks and responsibilities to ensure the implementation of a project.
- Ensuring the best quality of service is delivered to the client.
- Identifying potential areas for business expansions and partnerships.
- Creating strategic alliances with partners.
- Collaborate with the sales and marketing team in driving campaigns that will drive and bring new business to the company.

Operational

- Lead and develop IT teams to ensure high performance and productivity.
- Leading projects (Project Management) from the beginning to its completion.
- Manage and oversee IT projects from start to finish.
- Find solutions to problems being faced during the implementation of IT projects.
- Innovate best practices to ensure quality service delivery.
- Ensure IT security by implementing and enforcing security policies and procedures.
- Development of tools that can be used best in tracking and management of projects.
- Develop training plans and ensure this training is conducted for the IT team.
- Monitor the performance of IT systems and services and identify and resolve any issues.
- Constant reports to the Managing Director on the status of IT operations and projects
- Monitor and maintain IT systems and networks.

- Troubleshoot and resolve IT issues when necessary.
- Deploy and configure new IT hardware and software.
- Stay up to date on the latest IT trends and technologies.

Qualifications:

- Bachelor's degree in computer science, information technology, or a related field, a master's degree is an added advantage.
- 8+ years of experience in IT operations
- Strong understanding of IT best practices
- Excellent leadership and management skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team.
- Strong analytical and problem-solving skills

How to Apply

Send in your application to the following email address, only shortlisted applicants will be contacted.

Send applications to: hr@dynamicconsult.com.ss

Closing Date: 14th January 2024