



INTERNAL ADVERTISEMENT VACANCY

IT Facilities Manager

Ref: ITfm2012

The above vacancy exists within the IT Facilities department of the Information Management & Services division for a departmental manager. The department is responsible for the provision of services to the entire SAMRO Group in respect of IT infrastructure; IT operations and IT support functions.

KEY PERFORMANCE AREAS

- Strategy development
- Activity management
- Communication with management, internal customers and external suppliers
- IT infrastructure management
- IT operations
- IT support
- Requirements analysis and proposal development
- General administration including documentation

MINIMUM REQUIREMENTS

The successful candidate will be someone who has:

- A post-matric qualification, and ideally a relevant degree (e.g. business management, information technology)
- At least 5 years experience directly related to the duties and responsibilities specified in managing a corporate data centre gained in medium or large organisations
- Ideally, evidence of appropriate training and/or an appropriate qualification.
- Computer and IT systems literacy
- Ability to learn and understand all relevant aspects of prevailing current and potential future technologies and solutions
- Ability to plan, schedule, organise, prioritise, allocate and manage work and staff to ensure delivery on time, within budget and to quality
- Ability to supervise, train and manage staff performance and development
- Skill in examining and re-engineering operations and procedures, formulating recommendations, and developing and implementing new solutions
- Ability to communicate effectively, both verbally and in writing, and with strong interpersonal skills
- Ability to weigh business and IT risks and respond appropriately
- Ability to foster a cooperative work environment
- Experience of royalty administration and the media and entertainment industry would be an advantage

CORE COMPETENCIES

Job-specific:

- Knowledge of resource planning and work management techniques
- Knowledge of customer service standards and procedures
- Knowledge of quality assurance and control techniques to ensure that quality targets and standards are met
- The ability to produce accurate and up-to-date financial forecasts throughout the project or in respect of annual departmental budgets
- Keeping up to date with business direction, structure and requirements
- Keeping up to date with technical developments
- Keeping up to date with industry/sector developments
- Proactively seeking opportunities to broaden and deepen knowledge base and proficiencies
- Understanding and consistently applying all relevant standards
- Reviewing deliverables prepared by team before passing to customers
- Preparing for engagement reviews and quality assurance procedures
- Facilitating team and customer meetings effectively
- Effectively communicating relevant project information to stakeholders
- Resolving and/or escalating issues in a timely fashion

Personal:

- Inspirational, motivational and lively
- Strong determination to succeed
- Driven by own personal values
- Diplomatic but firm
- Interested in people
- Sociable and outgoing
- Contributes appropriately to conversations
- Promotes active listening with team members
- Excellent organisational, problem solving and interpersonal skills
- Decisiveness and lateral thinking
- Conceptual and analytical thinking ability
- Initiative and creativity
- Technical writing skills
- Able to work under pressure
- Able to work as an individual, as well as in a team
- Planning; goal setting and time management skills
- Persistent