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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | DIRECTOR OF IT INFRASTRUCTURE |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of an IT infrastructure director consists of being responsible for the technology infrastructure of the organisation which provides IT services such as personal computers, networks and servers, enterprise applications, email and Internet access, mobile personal devices connectivity, telephony, data integrity and information security including backups and a help-desk to support the business in meeting its objectives. |
| QUALIFICATIONS & REQUIREMENTS: | * A bachelor’s degree or equivalent;
* Ability to give full attention to what other people are saying, and to use logic and reason to identify the strengths and weaknesses of alternative solutions;
* Ability to identify complex problems and reviewing related information to develop and evaluate options and implement solutions;
* Ability to monitor or assess performance of yourself, other individuals, or organisation to make improvements or take corrective action.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Integrity — Job requires being honest and ethical.
* Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
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| TASKS: | * Managing the IT infrastructure resources, including drafting and executing its budget, developing its organisational structure;
* Optimise costs of organisation-wide infrastructure and application services through an appropriate mix of internal and external resources;
* Leads the design, specification, configuration, installation, and maintenance of local area network hardware, software, and telecommunications services and Internet service providers;
* Facilitate communication between management, staff and customers to ensure an effective approach to implementation of IT solutions;
* Research and make recommendations on hardware and software purchases and negotiate with vendors to ensure cost-effective purchasing decisions;
* Implement an enterprise-wide information security plan that protects the confidentiality, integrity, and availability of the company’s data and servers;
* Implement processes to identify and mitigate information risks within the organisation;
* Monitor system health/availability;
* Managing a customer service help-desk.
* Ensure technology platform availability compliance to Service Level Agreements
* Develop, implement and direct the organisation’s information technology security program, consistent with policies that support business objectives and requirements;
* Effectively communicate IT vision and plans in understandable terms throughout the organisation;
* Ensure and monitor security compliance as it relates to any changes in legislation;
* Establish, maintain and regularly test a disaster recovery plan ;
* Promote the use of innovative technologies that will provide benefits to the organisation. Lead the introduction of new technologies in mobile devices, web 2.0 and social media.
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| LINES OF COMMUNICATION: | Specify |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |