

Information Technology (IT) Support Lead

Purpose of the Role:

Reporting to the Head of Operations, the successful candidate will be required to assist in effectively managing the IT infrastructure and support services for DGC SA.

Duties include, but not limited to:

- Translate requirements into technical solutions providing proof of concepts where necessary
- Optimize work process within the IT team to ensure DGC's infrastructure meets the following criteria:
 - Stable
 - Supportable
 - Scalable
 - Highly Available
 - Simple
 - Automated
- Ensure obstacles of a technical nature within the team are quickly eradicated.
- Analyse current infrastructure and actively seek ways to innovate and optimize our systems through self-initiated projects.
- Support and maintain all of DGC's core hardware infrastructure.
- Ensure monitoring is in place to detect failure or potential failure of all DGC systems including but not limited to Servers, Storage and Data Centre services.
- Define and drive process around effective daily management of all systems, including regular health checks, audits and feature enhancements
- Work closely with other Infrastructure teams to understand their requirements or challenges and match their needs with solutions available.
- Promote the services available from IT team to other teams within the DGC Technology and Business teams.
- When required work closely with the Enterprise Architect team to facilitate the alignment of future needs with the infrastructure already deployed within DGC
- Leading the weekly team planning meetings and assigning scopes of work to talent that is best suited for the job
- Effective use of Jira and Confluence for planning and documentation and driving its usage in the team
- Proactively research new technologies to ensure DGC stays ahead of the curve when it comes to core server infrastructure solutions.

Essential Criteria:

- A Relevant Information Technology tertiary qualification and Microsoft Certifications
- Minimum 2 years' experience in the Information Technology industry using Microsoft Technologies.

Desirable Criteria:

- Good general Development programming knowledge
- Ability to find defects and bugs quickly
- Understanding of systems and architecture (DB's, Servers, Networks etc.)
- Understanding of the Software Development Life Cycle (SDLC)
- Experiences in Quality Management Software and Processes
- Knowledge and experience in technical aspects of software solution being tested
- Business process understanding

Personal Specifications:

- Communication
- Decision Making
- Interpersonal Skills
- Problem Solving
- Strategic Vision
- Stress Tolerance
- Technical Knowledge
- Time Management
- Thinking Skills

How to Apply:

All applications need to be submitted via [Workday](#)

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Cape Town, South Africa.*