



Team Leader - Infrastructure at Secure Services Group

Secure Services is looking for a knowledgeable and trustworthy **Team Leader for the Infrastructure cluster**. The primary responsibility is to ensure the provision of a service to clients ensuring that their IT infrastructure and systems remain operational through proactively identifying, investigating and resolving technical incidents and problems and to restore service to clients by managing incidents to resolution. The objective is to ensure zero missed service level agreement conditions. The Team Lead focuses on ensuring all lines of support for complex incidents through the effective management and leadership of a team of System Engineers.

You will be expected to:

- Ensure that assigned infrastructure at the client is configured, installed, tested and operational.
- Identify problems and errors prior to or when it occurs and manage with relevant technical teams until resolution.
- Take full ownership for managing incidents to resolution within the service level conditions.
- Provide telephonic support to clients when required.
- Act as a people manager/leader to a team of engineers, take responsibility for the operational management of the team, create and execute plans and report on team activities in the required forums.
- Produce operational, breach and other reports that are necessary for the correct operation of processes.
- Collaborate, mentor and inspire the team to achieve better results

You need to have:

- Proven experience as a sales executive or relevant role
- Proficiency in English and French
- Excellent knowledge of MS Office and IT tools
- Thorough understanding of marketing and negotiating techniques
- Fast learner and passion for sales
- Self-motivated with a results-driven approach
- Aptitude in delivering attractive presentations
- Holder of a clean driving license
- Minimum of 5 years of working experience
- Deep knowledge of IT Network solutions, Security and Infrastructure Solutions

Your experience would preferably be:

- Information Technology Degree (Master is an advantage)
- 10 years' relevant experience
- At least 5 years' experience as a Team Leader within the Technology Industry, 3 years managing a technical team
- This role is 55% Operational Management and 45% Technical
- Engineering background with Microsoft, Citrix, VMWare, Nutanix systems preferable
- Hold the following certifications:
 - Microsoft Certified Architect
 - Citrix Certified
 - VMWare Certified
 - Nutanix Certified
 - Veeam / Commvault Certifications
- Experience working mostly with Infrastructure technologies, such as:
 - Microsoft Active Directory
 - Microsoft Exchange Server
 - Microsoft SQL Server
 - Microsoft Windows Servers
 - Microsoft Skype for Business
 - Microsoft Azure
 - Citrix Virtualisation, Networking and Security
 - VMWare Virtualisation, Networking and Security
 - Linux, Unix Skills
 - Veeam / Commvault

You are required to:

- Possess sound knowledge of IT infrastructure and systems
- Possess an understanding of IT operations
- Display strong and detailed technical expertise
- Demonstrate good analytical thinking skills
- Strong leadership skills.
- Demonstrate problem analysis and solution formulation skills
- Demonstrate learning and service orientation

Please apply only if you have read the above requirements and relate to it strongly; on admin@ssml.biz

