

The Water Research Commission (WRC) is a dynamic hub for water-centred knowledge, innovation and intellectual capital, providing leadership for research and development through the support of knowledge creation, transfer and application. It engages stakeholders and partners involving water-related problems, which are crucial to South-Africa's sustainable development and economic growth, and is committed to promoting a better quality of life for all. Applications are invited from suitably qualified individuals for the Pretoria-based position of:

### **Infrastructure Manager**

The WRC seeks to appoint an Infrastructure Manager who will be responsible in providing strategic Information Management leadership for the Company ensuring sound information management practices, optimum systems performance and maximising organisational Information Systems and Information Technology in addressing business direction. This individual will need to be hands-on and have the practical ability to implement systems/procedures. The Infrastructure Manager must have technical expertise coupled with an understanding of business and management principles.

#### **Minimum requirements**

- Relevant Microsoft certifications – MCSE/MCP/A+ etc.
- CIW or relevant Internet Webmaster certification
- ITIL certification
- A minimum of 7 years of experience in Infrastructure and operations management
- Ability to solve practicable problems quickly
- Relationship management experience
- Experience in Management of Staff, training and mentoring
- System analysis
- Business Acumen
- Ability to set and monitor performance targets, measures and delivers against agreed SLA's
- Ability to monitor and report on compliance for all relevant company policies and legislation
- Ability to manage stakeholder relationships
- Ability to build a measurement platform and formulate valuable reports
- Forward thinking and an innovative approach to technology

#### **The position entails the following responsibilities:**

- Assist in the planning and implementation of additions, deletions and modifications to the supporting infrastructure
- Implement and maintain network security
- Oversee the administration and maintenance of the company's infrastructure
- Oversee the administration of the company's LAN/WAN
- Manages and develops upgrades to the company's telephone system.
- Oversees all telephone changes, including routing for seating assignments
- Oversees the administration and maintenance of software and provides additional support if necessary
- Oversee troubleshooting, systems backups, archiving, and disaster recovery/BCP and provides expert support when necessary
- Oversee all help desk/1<sup>st</sup> line support activities
- Oversees the administration and maintenance of our tracking software

- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers/solutions in a timely manner
- Builds and maintains vendor relationships
- Manages the purchasing of all software, hardware and other IT supplies
- Ensures that company assets are maintained responsibly
- Manage people/costs/projects/vendors
- Policy formulation and compliance

**Job Competencies:**

- Strategic Focus
- Excellent communication skills, both verbal and written
- Management and leadership skills
- Must be able to handle detailed tasks simultaneously
- Must be reliable and have integrity
- Superior comprehension skills, must be fast learner
- People Management skills

Appointment will be made in line with the WRC's employment equity policy.

Applications, accompanied by a detailed CV with three references, should be submitted to the Water Research Commission, Private Bag X03, Gezina, Pretoria 0031, e-mail: [hr@wrc.org.za](mailto:hr@wrc.org.za) for the attention of Human Resources, tel: (012) 330-0340. Closing date: **6 March 2016**. If you are not contacted by the **5 April 2016** please consider your application as unsuccessful.