



JOB : **Technical Manager**
DEPARTMENT : **Technical**
REPORTING LINES : **Managing Director**

ACCOUNTABLE FOR : **Senior Systems Administrator**
Senior Engineer- NOC
Senior Engineer - Operations and Infrastructure

MINIMUM QUALIFICATIONS : Relevant 4 year degree-Bsc Computer Science / IS
Electrical Eng/Telecom or any other relevant degree
Post graduate qualifications will be an added advantage
At least CCNP/MCSE/PMP

MINIMUM EXPERIENCE : Possess at least a minimum of 8 years experience in a similar or like environment

Core Description

The position's major responsibility is to manage the production process in the Company through the technical team so as to deliver Telecommunication Services to our customers efficiently and effectively. The position is key to maintaining and improving technical delivery standards and overall technical set up, fault management and creating redundancy across all Company's systems.

Key Deliverables/ Key roles:-

1. Managing the technical staff including assigning and re-assigning responsibilities to ensure efficient operation of the technical department. In particular this will require you to manage the performance of each member of your team.
2. Ensure appropriate use of all technical and production resources ensuring maximum efficiency while continuously improving the same.
3. Ensure high availability of all iWayAfrica services and systems.
4. Provide Technical Support to all iWayAfrica's departments including Service Delivery, Finance and Administration, Business Development.
5. Providing support to iWayAfrica's offices in other countries as required.
6. Advising the company of new technology trends and developments and where appropriate their adoption..
7. Plan and progress work on technical projects to ensure adequate resourcing for the timely completion of installations, upgrades, repairs etc.
8. Ensure the proactive management, performance analysis and troubleshooting of the technical infrastructure to achieve the optimum network response time, throughput, cost-effectiveness and network load

9. Design and implement a fault management scheme to rapidly identify and isolate potential points of failure, prioritize diagnostic and repair tasks and respond in a timely and informed manner to user questions and requests
10. Ensure redundant systems and fault-tolerance is integrated into the network to enable fail-repair maintenance work to be carried out without any inconvenience to users. Adequate data archiving and backup devices should be in place for a quick recovery from server failures, network virus attacks and transmission media faults to ensure a 99.9% uptime in line with the company's service level agreement with clients
11. Specify and recommend technical equipment requirements for the smooth and efficient running of the entire network to provide premium quality of service at all times
12. Plan network infrastructure and systems to accommodate upgrades necessitated by a growth in subscribers, a change in customer utilization patterns or technological advancements in line with Business Plans.
13. Assist in the preparation of sales proposals by ensuring the necessary technical aspects are incorporated for an accurate and most appropriate technical solution
14. Liaise with external suppliers (e.g. international bandwidth providers, Telecommunication companies and equipment/software vendors) to ensure cordial working relationships for the ease of procurement of their services
15. Prepare weekly reports for the Managing Director or the Designate to ensure he is informed about developments and challenges within the Technical Department.

KSA:

Knowledge	Skills	Attributes
SAP	Technical skills	Self- Motivated
SOLID	Negotiation & persuasion	Enthusiastic
	Communication	Team Player
	Planning and coordination	Results and Goal orientated
	Analytical	
	Problem solving skills	

Special Requirements

- Leadership
- Mentoring, Coaching and Developing other team members