

## **GENERAL MANAGER : OPERATIONS DIVISION**

### **QUALIFICATIONS:**

- Bachelor's or Master's Degree in Computer Science or equivalent

### **EXPERIENCE AND SKILLS:**

- 5-10 years experience in the IT services environment , 2-5 years as an Operations Manager
- experience and exposure in a telecommunications environment is a pre-requisite
- Exposure to Linux/Unix would be advantageous
- Project management exposure
- Strong leadership and presentation skills
- Strong customer focus and results-oriented person
- Excellent written and oral communication skills in English

### **GENERAL (COMPANY WIDE)**

- Accountable for overall management, strategic direction, operational management, technical management and financial success of Altech Swisttech's Operations division through, amongst others, the establishment and achievement of strategic plans, short and long-term objectives, plans and policies.
- Assisting, initiating and developing the establishment of business ventures and partnerships to promote sustainable development for Altech Swisttech in the industry
- Work with, collaborate and co-ordinate amongst colleagues/other divisions to harmoniously plan, develop and execute Altech Swisttech, clients and other role players' needs/requirements in line with their expectations, contracts and commitments
- Responsible for all decision making relating to the division (these must be in line with Altech Swisttech's strategies, objectives, vision, mission and values)
- Manage and support Altech Swisttech's technical internal infrastructure and all supporting contracts, suppliers, etc.
- Take a positive, contributory leadership role in Altech Swisttech's management team and live by Altech Swisttech's core values, mission and vision
- Establish, develop and maintain close working client relationships within the context of the Altech Swisttech accounts and assist Altech Swisttech to position itself as the preferred supplier

### **DIVISIONAL SPECIFIC**

- Teams currently in division are IT Tasks, Application Support, Testing team. This is subject to change based on growth, new service offerings and new business.
- Development and/or review of Operations strategic plan on a regular basis. Annual presentation of the plan to meet budget.

- Identify and implement service improvements (process, people, technology) to increase customer satisfaction
- Demand management (problems, faults, changes, requests, resources)
- Available 24x7x365 for support calls, management and drive the resolution of this.
- Ensure a core Service delivery function to meet and address customer/client/supplier/Altech Swisttech internal needs/expectations/SLAs, as well as support the respective account managers/sales team
- Develop contracts/statement of work/proposals/etc., as required, to support business drives.
- Formal development and documentation and execution of divisional processes, procedures and standards, etc. that are stored centrally for all to access, i.e. Sharepoint or shared drive
- Overall personnel/staff management of division, including resource and capacity planning, regular KPAs, communication, career planning, succession planning, etc.
- General HR related activities for the division (leave, conflict management, policies enforcement, punctuality, overtime, team building events, etc.)
- New technology/product/service developments/service offerings including investigations, proof-of-concepts, testing, etc.
- Responsible for achieving BEE scorecard encompassing all the 7 elements for division
- Project management of divisional activities
- Ensure that service delivered contributes to meeting the clients' changing business needs and improves business performance
- Manage end-to-end procurement function for Altech Swisttech
- Ensure development and application of best practices, standards, methodologies, current technology into Services and Integration delivery portfolio and composition always striving for service excellence and structured delivery and approach

## **NEW BUSINESS**

- Contribution, management and development of proposals, supporting documentation and other related work that supports the sales cycle
- Involvement and management in pre-sales, due diligence, contracts and other pre-sales related activities
- Assist account manager to plan, co-ordinate and execute agreed upon account activities/deliverables to ensure that services levels and customer needs/expectations are met (and, where possible, exceeded)
- Proactively identify new opportunities for the sales team in existing or new accounts/clients
- Assist in expanding division to create a national and global footprint/presence.

[THIS POSITION IS NOT REQUIRED TO GENERATE SALES BUT TO ASSIST, SUPPORT, FORWARD LEADS, IDENTIFY AND COMMUNICATE NEW OPPORTUNITIES AND CONTRIBUTE TO THE ACTIVITIES OF THE SALES TEAM. HOWEVER, IT IS REQUIRED TO DRIVE SALES TO MEET THE ANNUAL BUDGET.]

## **PARTNERS / SUPPLIERS / CLIENTS**

- Manage Microsoft partnership and agreement and all other such partnerships that aid/support the Services and Integration division
- Negotiate contracts and manage all suppliers from whom we procure or who provide products/services to the Services and Integration division
- Negotiate and manage support contracts with clients (e.g. Vodacom,etc)
- Regular contact and availability with clients, suppliers, colleagues, etc.
- Manage SLA / OLAs

## **FINANCIAL**

- Manage divisional budgets and all financials to attain financial feasibility and meet annual targets within the division.
- Manage timeous payment, billing and invoicing with clients, suppliers

## **ADMIN**

- Management reporting, admin, meetings, etc. and general duties to support the division and company
- Provide regular statistical reports and analysis of performance, highlight improvements and areas for improvement, disseminate these reports and provide regular feedback on progress
- Regular documented statistical reports and graphs to clients with whom Altech Swisttech has SLAs