

# INFRASTRUCTURE MANAGER



<b>Role</b>	Infrastructure Manager	<b>Department</b>	Infrastructure
<b>Reports to</b>	Sales Director	<b>Type</b>	Full-Time

## JOB OVERVIEW

As the **Infrastructure Manager** at Level-7 Internet, you be responsible for overseeing the company's network and infrastructure operations, ensuring smooth and efficient delivery of services to clients. The role involves managing the infrastructure team, ensuring all systems and equipment are properly maintained, coordinating installations and upgrades, and working closely with other departments to meet the company's goals.

This role is open to candidates of all backgrounds and abilities.

## KEY RESPONSIBILITIES

Key area	Tasks
<b>Team Leadership &amp; Management</b>	Lead and manage the infrastructure team, ensuring that team members are well-trained, motivated and working efficiently.
	Provide guidance and support to team members, fostering a collaborative and high-performing work environment.
	Develop and implement performance metrics, set goals and evaluate team performance regularly.
<b>Infrastructure Planning &amp; Strategy</b>	Develop and implement long-term infrastructure strategies that align with the company's goals and growth.
	Oversee the design, planning and implementation of network upgrades, expansions and new installations.
	Work closely with the Directors and management to assess the infrastructure needs and propose improvements or new projects.
<b>Network &amp; Systems Management</b>	Oversee the operation, maintenance and optimisation of all networking equipment, servers, wireless systems and fibre optics used within the company.
	Ensure that network systems and infrastructure is secure, scalable and resilient, minimising downtime and disruptions.
	Monitor the performance and health of the network infrastructure, troubleshooting and resolving issues quickly and efficiently.
<b>Project Management</b>	Lead and coordinate infrastructure projects, ensuring timely delivery, adherence to budgets and alignment with company requirements.
	Work with contractors, where necessary, to ensure successful execution of infrastructure projects.
<b>Maintenance &amp; Troubleshooting</b>	Oversee the maintenance of all company infrastructure, ensuring regular checks and preventative maintenance tasks are carried out.
	Handle escalated issues and complex technical problems, working to resolve them efficiently and with minimal impact on operations.
	Manage the company's network monitoring systems, identifying potential issues before they impact operations.

<b>Compliance &amp; Risk Management</b>	Ensure that all infrastructure systems and processes comply with the relevant regulations, industry standards and company policies.
	Conduct regular audits and risk assessments to ensure the integrity, security and reliability of the network infrastructure.
<b>Budgeting &amp; Financial Management</b>	Manage the infrastructure department's budget, ensuring that resources are allocated effectively and projects are completed within budget.
	Identify areas for cost savings and efficiency improvements without compromising service quality or security.
<b>Reporting &amp; Documentation</b>	Prepare reports on infrastructure performance, project progress and team activities, where necessary.
	Maintain accurate and up-to-date documentation for all infrastructure systems, configurations and projects.
<b>Ad-Hoc Duties</b>	Assist with miscellaneous duties as required by the company, including but not limited to: <ul style="list-style-type: none"><li>● building maintenance</li><li>● solar installations and maintenance</li><li>● equipment troubleshooting</li><li>● supporting ad-hoc requests from various teams.</li></ul>

# QUALIFICATIONS & SKILLS

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## Education, Certifications & Experience

- National Senior Certificate (Matric or equivalent)
- Certification in Fall Protection Planning is highly beneficial.
- 3 - 5 years proven management experience in a similar role with an ISP or telecommunications environment.
- Hands-on experience with the installation, maintenance and troubleshooting of network equipment is an advantage.
- Experience working at heights is essential.
- Valid drivers license is essential for travel to client premises and high sites.

## Skills & Competencies:

- Bilingual in English and Afrikaans (both spoken and written)
- Strong leadership skills to manage teams effectively.
- Strong understanding of networking concepts and router configuration.
- Strong critical thinking and problem-solving abilities.
- Strong organisational and communication skills
- Proficient in project management tools and methodologies.
- Detail-orientated with a focus on delivering high-quality results.



## ADDITIONAL REQUIREMENTS

- Completion of Management or Leadership Development programmes highly beneficial.