The Enterprise Infrastructure Services Division seeks to appoint a senior manager to lead the Core Infrastructure Services team who are responsible for the provision and support of a range of infrastructure services which enable administration, teaching and learning and research.

The Senior Manager: Core Infrastructure Services is responsible for enabling and supporting all university staff, students, and activities dependent on ICT infrastructure by managing Core Infrastructure Services, compute, storage and network infrastructure, and related services in a complex and heterogeneous system environment. This is a senior role, playing a critical part in ensuring that UCT derives value from its investment in ICT technologies.

This role will suit candidates who want a management position within which they can thrive using their initiative, creativity and problem solving skills to achieve desired outcomes, that meet the university's diverse needs and expectations.

About you:

- Have you demonstrated experience in management, working in Infrastructure operations and associated project management
- Do you effectively manage operational problems, ensuring the appropriate process is followed from start to finish?
- Are you looking to take your infrastructure skills to the next level, leading and developing others?
- Do you possess excellent interpersonal skills, with the ability to communicate with staff at all levels?
- Do you can build effective working relationships with internal and external stakeholders?

If the answer to these questions is yes – we want to hear from you!

Requirements for the job:

- A relevant degree at NQF level 7 (e.g. Computer Science, Information Systems etc.)
- 10 years relevant work experience in enterprise ICT compute, storage and network infrastructure design, implementation, and operation, including infrastructure, systems integration, and architecture.
- A minimum of 3 years must be experience in a senior management role, including the management of people
- Demonstrated experience and understanding of IT project and program management.

Required Technical competencies for the job:
Proven experience in
- Planning, architecting and managing the implementation, support, and maintenance of enterprise virtual platform environments e.g., VMWare, Hyper-V, Kubernetes/Docker and enterprise storage solutions e.g., NetApp, PureStorage including archival storage and backup systems
- Planning, implementing and managing private/public cloud environments and architectures (OpenStack, Amazon or Azure) including IaaS, PaaS and SaaS
- The management of enterprise network infrastructure spanning e.g., core, distribution and access layers, including network security, firewalls, segmentation, routing, NAC, Unified Wireless Networks and Mobility
- Managing Windows and Unix/Linux server environments
- Infrastructure automation including architectures, models, concepts, principles and implementation

Working knowledge of
- Single Sign-on/Federation technologies such as SAML, ADFS, active directory and Shibboleth
- Application and operating system patching solutions, vulnerability management and remote configuration mechanisms e.g., WSUS, SCCM
- Scientific computing concepts and their application e.g., HPC, HTC and/or informatics infrastructures

Required Non-Technical competencies for the job:
- Analytical thinking and problem-solving skills
- Excellent written and verbal communication skills with the ability to form effective working relationships with other staff and stakeholders
- Confidence communicating technical concepts and technology derived business benefits to non-technical staff and stakeholders
- Determination and tenacity to drive service delivery improvements and the ability to assess effectiveness of service delivery measures and make improvement suggestions
- A passion for people, using great communication and leadership skills to motivate staff
- Attention to detail when delivering technical documentation, policies, and procedures

The annual remuneration package, including benefits, is negotiable between **R1, 137 499** and **R1, 338 233** depending on experience and qualifications.
Hybrid work arrangements can be negotiated.

An application which does not comply with the following requirements will be regarded as incomplete and not considered.

To apply, familiarize yourself with our website at www.icts.uct.ac.za, then e-mail the following documents in a single pdf file to: icts-jobs@uct.ac.za
- UCT Application Form (download at http://forms.uct.ac.za/hr201.doc)
- ***Personal statement, up to 1,000 words***, you should set out in your statement why you are interested in this role and provide examples of where your skills and experience meet the requirements of this role as detailed in the advert.
- Curriculum Vitae (CV).

The document should be named according to the following guidelines: **Reference Number, Senior Manager Core Infrastructure Services, Surname, First Initial.**

Only short-listed candidates will be contacted and may be required to undergo competency assessments.

Telephone:	021 650 1673	**Website:**	www.icts.uct.ac.za
Reference number:	E24122	**Closing date:**	09 February 2024

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf. "

UCT reserves the right not to appoint