

Vacancy: General Manager – Infrastructure and Service Delivery

Job purpose:

EcoCash Holdings is looking for a competent, versatile, and dynamic General Manager-Infrastructure and Service Delivery to join its diverse team. You will be responsible for managing infrastructure where all corporate data and application systems are hosted.

Key Responsibilities:

- managing all operations related to IT infrastructure and service delivery.
- Understanding business cycles, you will ensure that recurring business process run smoothly.
- You will manage demand from users on IT services and supervise the delivery.
- As a strong technician, you will provide technical leadership, create and manage infrastructure plan and standards according to IT strategic plan and roadmap.
- You will manage implementation and enhancement of IT infrastructure projects.
- You will manage change initiatives properly and in a systematically manner to ensure availability, performance and reliability of the systems impacted by change.
- You will organize, supervise, and develop Helpdesk and Infrastructure team.
- You will escalate to Global IT Manager any new request that is not part of standard catalogue of services.
- You will communicate to Global IT manager with efficiency and accuracy any progress and/or delays.
- As a decision-maker, you will decide what technologies will be adopted to meet future business needs, prioritize project, assemble project team, assign resource allocation, select vendor, recommend to buy the IT systems using approved IT budget , etc.