Revenue Services
Lesotho

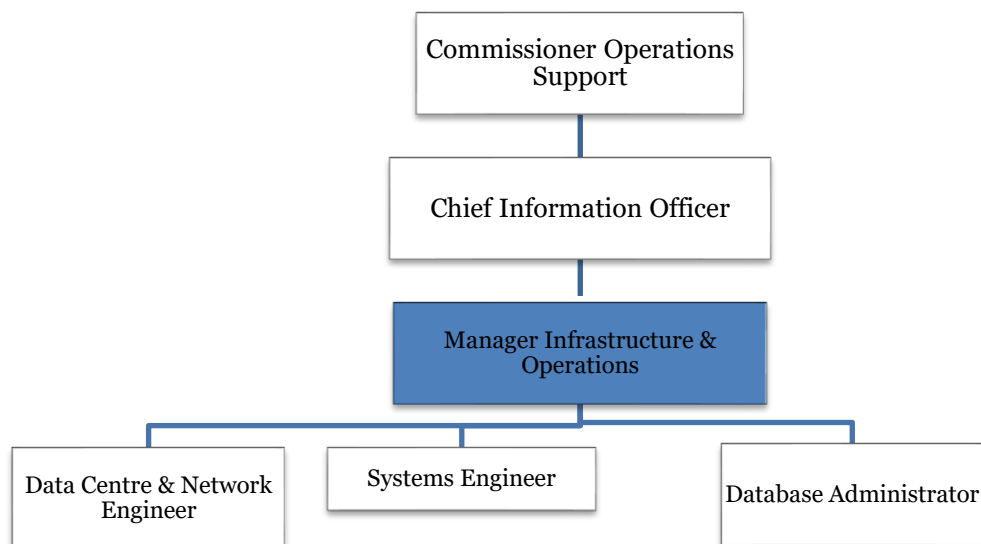# JOB PROFILE

1. JOB DESCRIPTION

Job Title:	**Manager Infrastructure & Operations**
Work Location:	**RSL Head Office**
Division:	**Operations Support**
Paterson Grade: D3	**Last reviewed: September 2021**

2. JOB PURPOSE

Responsible for maintenance of an effective and efficient IT infrastructure and operations environment used to support business processes and services across the organization to ensure sustainable IT service delivery

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and one (1) level below.

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              Commissioner Operations
                    Support
                        |
              Chief Information Officer
                        |
            Manager Infrastructure &
                  Operations
          _____|_____
         |          |          |
  Data Centre &  Systems    Database
    Network      Engineer   Administrator
    Engineer
```

4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Leadership and Management	➤ Participate in and contribute to the development of the long term and short-term organizational strategies ➤ Instill a service culture in IT Infrastructure & Operations Section through collaborative leadership ➤ Align sectional plans with organization's strategies and initiatives to ensure they achieve intended outcomes ➤ Provide guidance and support to the direct reports in the implementation of Authority's operations in a manner that ensures achievement of the strategic outcomes ➤ Advise, build and maintain relationships with other business unit leaders to develop a clear understanding of business needs and create synergies across the authority. ➤ Develop, review and execute operational plans for the section, in line with departmental business plan ➤ Lead implementation of mitigations and controls on strategic risks that impact on the sectional functions ➤ Act as a focal point for communicating I&O related issues within the department and collaborate with other teams and vendors on any related I&O activities ➤ Collaborate and communicate sectional plans with internal and external stakeholders in the implementation of sectional initiatives ➤ Ensure effective delivery of I&O services through the management and orchestration of people, products, providers and processes ➤ Mentor and coach sectional team through setting performance targets, giving feedback and confronting limitations in performance and supporting staff to improve

	- Entrench a full understanding of, and therefore lead the I&O Section in the OKR framework in order to ensure effective execution of the strategic priorities. - Contribute towards the recruitment, retention and development of requisite talent within an I&O business unit to build appropriate mix of business knowledge, technical skills and competencies
Data Center, Network & Systems Management	- Evaluate overall I&T infrastructure capacity through identification of areas for improvement in order to ensure optimum performance and stability - Request the procurement of hardware & software, networks and applications - Lead second level of support to business process services to ensure effective and efficient solutions to reported business problems - Execute the RSL disaster recovery plan and maintain a recovery site for the RSL, in line with enterprise business continuity management procedures - Ensure efficient performance levels of data center hardware and facility systems for proper functioning of existing infrastructure and processes - Develop and review data center access and environmental control procedures in order to enhance data center security requirements - Manage contractors and service providers in line with agreement terms and conditions - Safeguard the ICT environment in line with the RSL's information security policies - Oversee the development, management and testing of back-up and recovery plans to enable recovery of lost data

Technical Architecture	➢ Provide suitable technology infrastructure architecture and solutions for effective delivery of business services and sustainability
	➢ Create an I&O value map by linking business outcomes with the future-state business capabilities required to achieve them
	➢ Oversee the development and maintenance of the RSL's technical architecture
	➢ Collaborate with IT management for purposes of determining appropriate infrastructure needs and modifications
Database Management	➢ Review and maintain network topology configuration databases, records and representations and assessing effectiveness for advising on optimum configuration
	➢ Resolve escalated database access problems within agreed service levels
	➢ Forecast database capacity in order to plan for current and future growth
	➢ Make a request for new databases to ensure optimal performance, data access and data integrity
	➢ Recommend database software upgrades to ensure a secure and up to date data environment that continuously meets user requirements
Policies, Systems and Controls	➢ Develop and maintain I&O processes and standards to ensure optimal operation of production IT systems, data centres, networks and IT infrastructure
	➢ Participate in the development and review of systems, policies and procedures to enhance management and delivery of work in RSL to provide a high-level service to clients
Reporting	➢ Produce monthly reports for I&O business unit for accountability, performance monitoring and decision making

5. Work Conditions

- Electronic mail
- Extended hours
- Meetings/Workshops
- Work from home

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Qualification	Degree in Computer Science/ Information Systems/Information Technology or related field.

2. Experience *(minimum necessary experience required)*

Five (5) years relevant experience, three (3) of which must be in a managerial / supervisory role

3. Training *(essential training necessary in addition to the above experience to perform the job)*

- Leadership and Management Development
- Service Excellence
- Contracts Management
- Project Management
- ITIL Foundation
- Information Security Policies
- IT Systems and Applications

4. Middle Management Competencies

- **Collaborative Leadership:** a leadership approach which emphasizes collaboration with, and therefore ownership by, staff and clients
- **Agility:** dynamic and a possibility-oriented thinking
- **Service Culture:** Prioritizing customer service in all business activities, decisions and every day operations
- **Innovation:** ability to develop innovative solutions for business needs
- **Accountable:** taking ownership; holding oneself and others accountable for delivery; leading in action to resolve issues, open to feedback and critique
- **Change leader:** proactively identifying and driving change in their area; strong change manager
- **Capability builder:** driving talent development; proactively identifying capability gaps and develop strategies to address; good coach for their team
- **Conflict Resolution:** mediates and resolves issues within the team and between the team and other stakeholders

- **Business Acumen:** keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. Professional Certification

Any relevant and recognized professional certification *(Added Advantage)*

6. Core Competencies

Behavioural Competencies

- Leadership skills
- Analytical thinking
- Business acumen
- Strategic agility
- Influencing others
- Good communication and negotiation skills
- Judgment and decision making

Functional Competencies (Technical)

- ITIL Foundation
- Information Security Policies
- IT Systems and Applications
- Data Analytics

7. Values

- ➢ Teamwork
- ➢ Innovation
- ➢ Professionalism
- ➢ Integrity
- ➢ Empathy