

INSPIRED COUNTRY IT OPERATIONAL MANAGER

LOCATION

Gauteng OR Western Cape

REPORTING LINE

Group Chief Information Officer

CONTRACT TYPE

Permanent

SCHOOL PHASE

ELS / PREP/ COLLEGE

SALARY

Market related

ADVERT CLOSING DATE

6 April 2018

Inspired Background

Inspired is a leading premium schools group operating in Europe, Australia, Africa, the Middle East and Latin America educating over 25,000 students across a global network of over 30 schools in 11 countries. With offices in London, Johannesburg, Bogota, Sydney and soon Dubai, Inspired has regional teams to support our growing family of schools around the globe. To manage this diversity, we draw upon our wide range of educational and operational management expertise to share best practices across our group.

A definitive statement of excellence in private education, Inspired is a co-educational, non-denominational, independent school group designed to inspire students to achieve their maximum potential in a nurturing, progressive academic environment from ages 1 to 18.

Inspired offers a fresh and contemporary approach to education by re-evaluating traditional teaching methods and curricula, and creating a more dynamic, relevant and powerful model reflecting current attitudes. We nurture the unique individuality, talent and self-assurance of each student, equipping them to take on the world with the skills and confidence to ensure success.

Inspired was founded by Nadim M Nsouli (www.inspirededu.co.uk) and has grown by acquisitions and greenfield development of new schools.

Position Summary

As part of our global standardisation initiative, we have re-organised our IT Operations department in South Africa to provide a professional and effective IT service. This strategy increases our competitive edge in the private schooling sector. Within the multinational group, our IT departments continually transfer best practice knowledge between our various schools in the different countries.

The South African IT support staff will work in a dynamic, fast-paced environment which provides services to all users both onsite and via remote connection. Service enquiries will go through the **Centralised Helpdesk** As part of the Inspired Group, this position will also have responsibility for Group IT Projects.

The South African IT Operations team will form a significant part of the Group as a central hub.

The Country IT Operational Manager will be responsible for the day-to-day delivery of an IT Support Service to all the Inspired Schools in South Africa: Reddam House and Reddford House.

He/she will provide professional leadership and operational management to the teams, taking responsibility for the management and development of the teams, implementing service standards and developing common systems and processes based on industry best practice. (the role will be split into 60% technical and 40% people management

responsibilities.) The IT Manager will ensure that the IT Support Service is efficient, effective and can adapt to changing circumstances.

Duties of the Country IT Operational Manager include:

- Being responsible for IT Operation in South Africa (3 regions), **20+ Colleagues**.
- Provide clear direction and model the best ways of working to deliver high quality IT Support.
- Responsible for the **Quality and Process Management:**
 - Ensure that incidents and requests are handled according to agreed procedures and ensure that documentation of the supported components is available in an appropriate form for those providing support.
 - Insure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services ensuring that such problems are fully documented within relevant system(s).
 - Coordinate the implementation of agreed remedies and preventative measures and analyse patterns and trends
 - Analyse business processes identifying alternative solutions and recommending new approaches. Help establish requirements for the implementation of changes in business processes.
 - Take responsibility for the definition, documentation and satisfactory completion of certain **Country and Group projects**; identifying, assessing and managing risks to the success of the project. Ensure that realistic project and quality plans are prepared/maintained and provide regular and accurate reports to stakeholders.
- Develop implementation plans for dealing with **complex requests for change** or for the introduction of new services.
- Evaluating risks to **integrity of infrastructure** inherent in proposed implementations and review the effectiveness of change implementation.
- Lead, manage and facilitate the teams to support all aspects of the IT Support Service, taking **operational responsibility for the teams**, including where day-to-day management has been delegated.
- Promote models for through-life costing of IT assets and services.
- Take responsibility for own workload and keep others informed, **highlighting potential problems** and suggesting solutions to **ensure continuity of service delivery**.
- Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT Support Service.
- Line-manage the Team Leaders and the Helpdesk to develop their skills both individually and as a team so that they can provide the best service to the schools.
- **Technical leader role:** it is an obligation to have deep technical knowledge of specific technical issues.
- **Managing IT OPEX and IT CAPEX** for South Africa.
- Participate in **Group IT Projects**; ability to work remote with international colleagues as well.
- Governance: to ensure IT is in-line with approved Educational and IT Strategy and related policies.
- Ensure business continuity.
- IT stakeholder management, communicate effectively acting as a key liaison with internal customers, team members and colleagues across the schools.
- Monitoring and reporting on service requirements, the IT Manager will assist in developing the IT Support Service, whilst nurturing positive relationships with the internal customer-base and staff within schools.
- **Open to travel** between the regions.
- **Organisation responsibilities:**
 - This position reports to the Global Chief Information Officer.
 - The Country IT Operational Manager leads directly the Team Leaders (L3 Technicians) and the Centralized Helpdesk, indirectly the L2 Technicians, including the induction and performance management of team members and the management of sickness/absence and conduct etc.
 - Employment of staff and KPI management of the IT team in South Africa.

Requirements of the role:

- **Hard skills:**
 - Educated to degree level and 10+ years of experience in a related field
 - ITIL (Version 3 or later) Foundation Level Qualification
 - Professional project management qualification (e.g. PRINCE2 foundation or equivalent) and significant proven project management experience
 - ITIL (Level 3) Qualification or equivalent leadership and management experience with direct reports
 - Proven track record of success in senior IT Operational roles
 - Significant Direct People Management Experience, including hiring
 - Experience of using an IT Service Management system to manage, allocate and monitor support tasks
 - Budgeting Experience
 - Knowledge of computer hardware including servers, desktop PCs, laptops and mobile devices
 - Experience of installing, using and administering one or more computer operating systems such as Microsoft Windows, macOS, Linux, Android and iOS
 - Experience of managing computers and file permissions using Active Directory and Group Policy
 - Advanced level in English (both written and verbal)
- **Soft skills:**
 - Ability and proven track record in management of Teams
 - Strong analytical and project management skills
 - Confident and dynamic personality
 - Strong creative outlook; presentation and interpersonal skills
 - High level of creativity and innovation
 - Strong financial acumen
 - Ability to problem solve and make decisions
 - Ability to think analytically, conceptually and systemically to resolve problems
 - Attention to detail to ensure the accuracy of the reporting
 - Hands-on approach
- **Additional skills:**
 - Vendor management experience
 - Experience with (Student) Management Information and ERP Systems
 - Experience with CRM Systems
- **The Perfect Match:**
 - You will flourish in this role, if you want to revolutionize an IT Organisation, and lead the growth of a team in a globally relevant international private school group

Steps to Apply

- Please send a copy of your resume to this email address - recruitment@inspirededu.com
- Your resume will be reviewed and if you meet the criteria we will contact you for an interview.

Thank you for your application. If you do not receive a response from us within one week, please consider your application unsuccessful