

Join the Best Be the Best

WE'RE HIRING



Executive

IT Infrastructure Planning & Operation

To join our **Group Information Technology Team!**



Job Role

- Analyse trends of IT issues, service requests and access requests
- Management of IT Service Desk technical team, ensure timely availability of staff, ensure staff performance up to defined targets and attending and coordinating P1 incidents
- Follow ups on Change and problem management tickets ensuring timely closure
- Generation and circulation of reports requested by the management to comply with the information security requirements
- Management and administration of ITSM Tool
- Documentation and update of set process documents in regular intervals.

Requirements

- Degree or diploma in IT/ Telecommunications from a recognised university/institute
- Minimum 1 -2 years of experience in a relevant field
- Sound knowledge in Windows administration and in office 365 applications
- Hands on experience in IT Service Management tools