Job title	**Technical Service Delivery Manager**
Location	Woodmead, Johannesburg, South Africa
Contract Type	Permanent
Reporting Structure	Line Manager
Position Description	SEIDOR Networks is looking for a Second Technical Manager to join a growing team based in Woodmead, JHB. The Seidor Networks service desk is responsible for managing customer service levels by providing remote and occasional on-site support to meet SLA response and fix times. As the Technical manager of support, the candidate will be responsible for managing customer service levels by supporting technical engineers, training, mentoring, identifying improvements and automations, guidance for priority 1 incidents and implement standards. The technical manager will also work in conjunction with other line managers. He/she will also be accountable for customer satisfaction by achieving predetermined prescribed, measurable performance goals on a daily, weekly, and monthly basis.
Remote Working	The candidate may be required to work remotely, either part-time or fulltime to fulfil his/her responsibilities. Seidor Networks provides its customers with Service Level Agreements during predetermined hours therefore, the candidate is expected to be available and have the ability to work remotely during those hours. The candidate will be required to have a reliable uncapped Internet connection with a minimum of 4Mbps upload and download speed with an average uptime of 99% or better. The technical manager will be required to have the necessary backup power to perform his/her duties during planned or unplanned power outages.
Role Requirements	- Preferably tertiary qualification within IT or computer software - Minimum 5-6 years industry-relevant work experience - Must be able to travel to and from the Woodmead office in Johannesburg to perform his/her daily duties

- Must have a valid drivers' license and own reliable vehicle
- Must be available to travel to customer sites for occasional callouts
- The position requires a mix of office-based and remote working

Essential Technical Knowledge and/or Experience:
- Experience in a leadership position and or managing projects.
- Expansive knowledge in troubleshooting.
- A+ / N+
- MCSE (Microsoft Certified Systems Engineer)
- At least 2-years' Microsoft 365 technical work experience
- Understanding of Public Cloud and at least 1-years' technical work experience
- At least 4-years working experience with any routing vendor equipment and/or software
- Experience and understanding with Layer-2 networking and VLAN's
- Experience and understanding with Cyberoam, Sophos XG Firewalls or industry equivalent
- Advanced Microsoft Windows Desktop Operating Systems experience
- Advanced Microsoft Office Suite experience
- Advanced Microsoft Windows Server Operating Systems experience
- Microsoft Active Directory and Group Policy experience
- Microsoft Hyper-V knowledge and experience
- DHCP and DNS knowledge and experience
- Good understanding of:
  - Switching / VLAN's
  - Routing / NAT / Dynamic Routing
  - Packet flow
  - Email flow and MTA communication
  - UTM and Firewall appliances
  - Wireless networks

Advantageous Certifications, Knowledge, and Experience:
- ITIL Foundation
- Solarwinds N-Able
- ConnectWise Manage
- CCNA (Cisco Certified Network Administrator)
- Basic scripting
- Mimecast

	• cPanel • SSL Certificates • Apache / IIS knowledge
Key Responsibilities	• Communicate telephonically and electronically with customers, vendors, and other managers. • Managing escalations from team leads. • Training and coaching of engineers. • Identify, troubleshoot, and resolve root causes of recurring incidents. • Escalation of change requests to the professional services department and assisting with high priority tickets where applicable. • Maintaining worklists within the Seidor Networks call logging system. • Logging and updating calls on a daily basis • Ability to work in a team and independently, to deliver customer service. • Ability to prioritize escalations. • Actively learning modern technologies and service delivery methodologies. • Predefined technical certifications will need to be achieved in a predetermined timeframe. • Implement standards. • The technical manager is responsible for the development, maintenance and continual improvement of the service desk functionality and technical Standard. Operating Procedures (SOP). • Identify opportunities for automation.
Key Attributes	• Strong verbal, telephonic and electronic communication skills. • Must be a natural problem-solver. • Research and analytical troubleshooting skills. • Time management skills. • Punctual and reliable. • Management Skills.
HR Contact	Lynette du Plessis 011 018 3000 lynetted@seidornetworks.com