



Job Title: IT Infrastructure Manager
Department: Information Systems

Job Summary

The IT Infrastructure Manager ensures a secure, robust, reliable, scalable, and efficient infrastructure, directs infrastructure support strategy, and manages strategic relationships with key IT product and service providers. This includes developing, maintaining, supporting, and optimizing information systems that support the business functions. The role requires a thorough understanding of the technology underpinning IT systems and will work closely with various departments to optimize infrastructure performance and maintain high service levels in Mauritius and East Africa.

Main Responsibilities

- Oversee the day-to-day support of all production platforms to ensure the availability, integrity, and confidentiality of all infrastructure elements, including but not limited to servers, storage management, databases, virtualization, voice services, and recovery management.
- Design, propose, and implement IT architectures and systems that are in line with modern cybersecurity hygiene and best practices.
- Architect, supervise, implement, and maintain technologies and platforms supporting the corporate IT enterprise, in close collaboration with the Business Application and Security Teams.
- Establish and monitor key performance indicators (KPI) to manage the department efficiently and report on security metrics to senior management.
- Ensure timely and quality support to MUA subsidiaries by troubleshooting and mediating issues impacting performance of systems and business operations.
- Ensure high availability of enterprise voice and data platforms that support internal business functions and external customer service.
- Own the delivery and tracking of IT Infrastructure projects to ensure they are completed on time and within approved budget, owning related issues and risks, and reporting on progress.
- Manage the full relationship with vendors/suppliers to ensure that contracts are delivered as per agreed SLA and in an effective manner.
- Create strategic planning items for IT resource and capacity management to include short- and long-term budget planning
- Interface with business unit managers to define infrastructure support initiatives and solutions for improving service efficiency and effectiveness
- Support and assist the procurement team in purchasing of IT equipment/services including getting competitive quotes, ordering, receiving, setting up, and deployment
- Provide leadership in development, testing and support of MUA Risk Management Program for business continuity and disaster recovery and drive cyber resilience and readiness across infrastructure

- Remain abreast of the latest technology innovations and trends and translate this into sound advice to the organizations' strategy setters and evaluate their potential impact on the broader application landscape.
- Coach/train personnel supporting IT Infrastructure
- Participate closely in the budget and recruitment process
- Manage, mentor, and develop the IT infrastructure team by providing technical guidance, conducting performance reviews, and identifying growth opportunities.

Job Requirements

- Bachelor's degree in Computer Science, Information Technology, or a related field. A Master's degree is a plus.
- Minimum of 5-7 years of experience in IT infrastructure management, with a proven track record in system management, team leadership, and vendor management.
- Skilled at identifying issues, analyzing data, and developing effective solutions to technical challenges.
- Good understanding of TCP/IP and related networking concepts.
- Experience with virtualization technologies (Citrix, VMware, Citrix Virtual Desktop etc.)
- Any MCSA/MCSE/M365/Virtualization/Networking certification will be a definite advantage
- Excellent leadership skills to manage, motivate, and build effective teams.
- Strong communication skills to collaborate across departments and present technical information to non-technical stakeholders.

Interested candidates are requested to send their CV on recruitment@mua.mu

The company reserves the right to call only the best qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies.