



Job Profile: Operations Manager - Durban

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| Purpose | To ensure the operational ability of client-based Netsurit teams. | |
| Level | 3, manager | |
| Key Performance Areas | 1. Team management 2. Incident Management | |
| Minimum Qualifications and Experience | ITIL Certifications; operations model 5 Years of technical experience Senior technician experience Major Incident management experience | |
| Competencies and Skills | Competencies Process driven Action orientated Problem Solving Proactive thinking Attention to detail | Skills Effective Communication Skills & experience with international clients |



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| | Relationship building Assertiveness Leadership Strategic insight People orientated Self-management Resilience | Exceptional Time management Call Centre and Industry knowledge Project change management knowledge Numerical acumen Diplomacy Problem solving Strong leadership and supervisory skills Excellent problem-solving and critical thinking Solid understanding of incident management processes Strong analytical and troubleshooting skills |
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| Key Performance Area | Input | Measure |
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| Incident Management | <ul style="list-style-type: none">• Ensure that IMMEDIATE spin up of communications with Ignition and their clients based in USA.• Ability to work under pressure and handle after-hours incidents• Experience working with international clients, demonstrating cultural awareness and effective communication. | |
| Team management | <ul style="list-style-type: none">• Provide leadership, guidance, and mentorship to the IT operations team in the midst of a P1 incident• Foster a collaborative work environment in a P1 incident• allocate resources effectively to ensure smooth operations in a P1 | |