



PASSION TO INNOVATE | POWER TO CHANGE

COUNTRY SERVICE INTEGRATION SPECIALIST – INFRASTRUCTURE

YOUR TASKS AND RESPONSIBILITIES

Oversee IT infrastructure services for Africa region, Operations and projects, adhere to global frameworks and local legal/compliance requirements.

Oversee Africa Infrastructure Project Management team to ensure on-time delivery of infrastructure projects.

Collaborate with Regional Country integration leads to be escalation point for Infrastructure activities.

Collaborate with global infrastructure teams to understand future requirements projects and potential impacts to service.

Service Delivery

- Act as point of contact for escalations related to delivery of IT infrastructure services within the Africa region.
- Perform the role of virtual team lead for infrastructure services for Africa region working with nominated Country Service Integration Professionals (CSIP) in key countries on infrastructure objectives / initiatives.
- Facilitate management of critical issues with both end users and delivery partners.

Application Period

04 May 2021 – 18 May 2021

Reference Code

CPL/CSIS/INFRA/2021

Division

Country Platform

Company

Bayer (Pty) Ltd

Department

Information Technology

Location

Isando

Functional Area

Information Technology

Position Grade

VS 1.1

Employment Type

Permanent

Work Time

Regular



Request Management

- Oversee the project management team to ensure on-time, in-scope, and in-budget delivery and escalate with CI team and delivery partners for any risks or critical issues.
- Collaborate with Africa CI leads and Request management CSIP's to set project priorities within the region.
- Collaborate with Africa CI leads and Request management CSIP's on Project Intake of non-standard IT infrastructure requests or complex standard combined requests and ensure appropriate handling and delivery.
- Provide support and advice to the Divisional DT&IT units where initiatives have dependencies on local service, workplace or infrastructure requirements.
- Provide service integration support for Non-Standard requests evaluating the needs of the business.

Incident Management

- Facilitate management of critical issues with both End Users and delivery partners.
- Identify / manage improvement needs, complaints and escalations beyond SI provider delivered services.

Governance

- Ensure consistency of service by ensuring operations and projects adhere to standards.

WHO YOU ARE

Experience & Qualifications

- Relevant University degree in business, information science or equivalent.
- Profound business know-how in respective working area.
- In-depth knowledge of information technology and/or infrastructure.
- Knowledge and experience in digital transformation topics.

Skills

- Proven leadership, motivational and interpersonal skills.
- Excellent inter-cultural understanding and experience.
- Strong communication skills, analytical, structural and strategic skills.

CONTACT US

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