



## Job Profile

### IT Infrastructure Manager

#### Job Details

|                    |                           |
|--------------------|---------------------------|
| Job Title          | IT Infrastructure Manager |
| Historic Job Title | Network Manager           |
| Date Reviewed      | 2025-06-30                |
| Location           | Graaff-Reinet             |

#### Position in Organisation

|                          |                                                                                                                          |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Structural Unit          | Corporate Services (IT)                                                                                                  |
| Position Being Evaluated | IT Infrastructure Manager                                                                                                |
| Direct Line Manager      | IT Manager                                                                                                               |
| 2nd Line Manager         | Corporate Services Director                                                                                              |
| Direct Subordinates      | IT Infrastructure Technical Lead<br>IT Systems Administrator<br>IT Coordinator<br>IT Technician<br>IT Systems Technician |

#### Position Description

##### Overall Purpose of the Job

The IT Infrastructure Manager is responsible for the management and leadership of the *Montego ICT infrastructure*, including systems administration, Information and Communications Technology (ICT) support and physical security systems. The role is responsible to ensure that the capacity of the ICT infrastructure is available at all times and that the required capacity is proactively planned and implemented.

##### Qualifications (Formal Qualification Required)

###### Minimum

- Qualification in Information and Communication Technology or Computer Science or Electronic Engineering (NQF Level 7)
- Cisco Certified Network Associate (CCNA) Certification

###### Ideal

- Cloud Platform Certification
- Chief Information Security Officer (CISO) Certification
- Cisco Certified Internetwork Expert (CCIE) Certification



### Legal (*e.g. Driver's License, etc.*)

#### Minimum

- Driver's Licence – Code B

#### Ideal

- Physical Security Infrastructure

### Training (*On the job training should the current incumbent leave*)

#### Minimum

- Infrastructure Management
- Network Management

#### Ideal

- Physical Security Infrastructure

### Experience (*Minimum Experience Required and number of years*)

#### Minimum

#### Minimum time spent in job

- ICT Infrastructure
- Management

8 - 10 years  
3 Years

### KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent.  
They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

| KPA / Main Outputs and Responsibilities for this Position | Prepared Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Weighting / Time Spent |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| System Maintenance and Support                            | <ul style="list-style-type: none"> <li>• Set <i>Infrastructure Availability Parameters</i> and ensure conformance to the Parameters</li> <li>• Monitor performance against the standards and take rectification actions where required</li> <li>• Provide efficient system maintenance and support to meet <i>Service Level Agreements (SLA's)</i> and <i>Operational Level Agreements (OLA's)</i></li> <li>• Respond to <i>System Problems, End-user Queries</i> and <i>Maintenance Requests</i></li> <li>• Manage the monitoring of the <i>Information and Communication Technology (ICT) Systems</i> to ensure maximum availability</li> <li>• Ensure that all <i>SLA's</i> or <i>OLA's</i> pertaining to system availability are managed</li> <li>• Monitor compliance with <i>Quality Control</i> by conducting <i>Audits</i> that identify <i>Non-Compliance Issues</i></li> <li>• Investigate <i>Non-Compliance</i> with <i>Quality Processes</i> and <i>Procedures</i> by, amongst other things, meeting with the relevant staff who have not complied and ascertaining the reasons for <i>Non-Compliance</i></li> <li>• Collaborate with management to enforce <i>Compliance</i> with <i>Policies and Procedures</i></li> </ul> | 10%                    |
| Department Management                                     | <ul style="list-style-type: none"> <li>• Analyse the <i>ICT Business Plan</i> to determine the outputs required from the Infrastructure Department</li> <li>• Define the <i>Objectives</i> for the department in accordance with the <i>ICT Strategy</i> and <i>Business Plan</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 15%                    |



## KPA / Main Outputs and Responsibilities for this Position

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|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|                          | <ul style="list-style-type: none"> <li>Determine the deliverables of the department from the <i>Objectives</i></li> <li>Compile a comprehensive <i>Budget</i> to determine and ensure that the <i>Financial Requirements</i> can be met</li> <li>Identify and secure the appropriate <i>Resources</i> for the management of the department: <ul style="list-style-type: none"> <li>Human Resources</li> <li>Physical Resources</li> <li>Financial</li> <li>Suppliers</li> <li>Contractors</li> </ul> </li> <li>Analyse <i>Benchmarks</i> for similar operations to determine <i>Performance Indicators</i> for the Department</li> <li>Create and maintain a climate conducive to performance to ensure that the Department delivers against objectives</li> <li>Develop <i>Performance Indicators</i> for each area in the Department and implement them in accordance with <i>Policies and Procedures</i></li> <li>Monitor and measure the <i>Departmental Performance</i> in accordance with the <i>Metrics</i> agreed upon in the agreements</li> <li>Initiate <i>Pro-active</i> and <i>Corrective Actions</i> as required to ensure <i>Service Delivery</i></li> <li>Compile <i>Reports</i> on the Department's performance at the required intervals, reflecting all relevant statistics</li> <li>Provide feedback to the relevant role players as and when necessary</li> </ul> |     |
| Preventative Maintenance | <ul style="list-style-type: none"> <li><i>Preventative Maintenance Actions</i> are initiated in accordance with <i>Policies and Procedures</i>; or</li> <li><i>Maintenance Actions</i> are initiated by a <i>Fault Incident</i></li> <li>Determine the <i>Nature of the Maintenance</i> in accordance with the Incident or Schedule</li> <li>Manage the <i>Preventative Maintenance Actions</i> to ensure infrastructure functionality</li> <li>Escalate to 3<sup>rd</sup> party Vendors for a <i>Solution</i> if necessary</li> <li>Monitor the <i>Solution</i> for functionality on the site</li> <li>Provide feedback to the relevant role players</li> <li>Document results for future reference purposes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 10% |
| Capacity Planning        | <ul style="list-style-type: none"> <li>Check the <i>Status of Systems, Applications, Licenses, and Skills</i> to determine <i>Capacity Requirements</i></li> <li>The availability and integrity of the data are checked to ensure <i>High-Quality User Access</i></li> <li>Analyse the future <i>Requirements</i> to determine <i>Capacity Requirements</i></li> <li>Compare the current <i>Capacity</i> to the future <i>Requirements</i></li> <li>Compile the <i>Capacity Plan</i> in accordance with the <i>Requirements</i>: <ul style="list-style-type: none"> <li>Licenses</li> <li>Skills</li> <li>Applications</li> <li>Systems</li> </ul> </li> <li>Submit the <i>Capacity Plan</i> for approval</li> <li>Distribute the approved <i>Capacity Plan</i> to the relevant role players for implementation purposes</li> <li>Adjust the <i>Divisional Strategy</i> and <i>Roadmap</i> to reflect additional information where required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 | 10% |



## KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Critical Project Management | <ul style="list-style-type: none"> <li>• Receive a <i>Request for a Project</i> and analyse to determine the nature and extent of the Project</li> <li>• Define the Project in terms of a <i>Start and Stop Date</i></li> <li>• Scope the Project in terms of <i>Objectives</i> and <i>Project Deliverables</i></li> <li>• Plan the Project in terms of: <ul style="list-style-type: none"> <li>◦ Work breakdown structure</li> <li>◦ Timelines</li> <li>◦ <i>Precedence Analysis</i></li> <li>◦ <i>Resource Assignment</i></li> <li>◦ Costing</li> <li>◦ <i>Critical Path and Programme Evaluation and Review Technique (PERT) Chart</i></li> <li>◦ <i>Gantt Charting</i></li> <li>◦ Budgeting</li> <li>◦ <i>Resource Alignment</i></li> </ul> </li> <li>• Determine the <i>Risks of the Project</i> and take appropriate action to overcome the risk</li> <li>• Record the <i>Project Plan</i> on the <i>Project Management Tool</i> and refine it where necessary</li> <li>• Secure the appropriate resources in accordance with <i>Schedules</i> and <i>Budget Allowance</i></li> <li>• Implement the Project in accordance with the <i>Project Plan</i></li> <li>• Facilitate <i>Project Meetings</i> to ensure that the Project is run within the allocated time frame</li> <li>• Certify <i>Payments</i> and obtain <i>Sign-off</i> where applicable</li> <li>• <i>Sign-off</i> the <i>Project Deliverables</i> in accordance with the <i>Project Plan</i></li> <li>• Close the Project in accordance with the <i>Project Plan</i></li> <li>• Sign off on all <i>Project Completion Certification</i> and accept delivery in accordance with <i>Policies and Procedures</i></li> <li>• Conduct a <i>Project Review Meeting</i> at the closure to determine efficiency and to record possible points for ease of future projects</li> <li>• Compile the <i>Project File</i> containing all relevant information and archive it for future reference purposes</li> </ul> | 20% |
| Research and Development    | <ul style="list-style-type: none"> <li>• Initiate <i>Research</i> through a proactive approach into <i>Trends</i>; or</li> <li>• Receive a <i>Request for Research</i> and <i>Analyse</i> to determine the <i>Objectives</i> and <i>Outcomes</i> of the Research</li> <li>• Define the <i>Objectives of the Research</i> in accordance with the <i>Requirements</i></li> <li>• Ensure compliance with the Request to the <i>Organisational Control Systems</i></li> <li>• Determine the <i>Research Methodology</i> in accordance with the <i>Requirements</i></li> <li>• <i>Collect</i> the appropriate data utilising all relevant resources</li> <li>• <i>Analyse</i> the data to determine applicability and utilisation</li> <li>• Interpret and evaluate the data by means of various <i>Analysis Techniques</i> and <i>Model Development</i></li> <li>• <i>Analyse</i> the data and represent it as required</li> <li>• Produce the <i>Research Paper</i> in accordance with <i>Standards and Format</i>, containing all the relevant information satisfying the <i>Objectives</i> and the <i>Outcomes</i> of the Research</li> <li>• Compile a <i>Presentation</i> in accordance with the required format to be utilised in a presentation</li> <li>• Distribute the paper to the relevant role players</li> <li>• Develop and implement <i>Solutions</i> in accordance with the Research output</li> <li>• Ensure that <i>Solutions</i> provide the required outputs in the <i>ICT Infrastructure Environment</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                         | 10% |



## KPA / Main Outputs and Responsibilities for this Position

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|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Design Solutions  | <ul style="list-style-type: none"> <li>• Receive a <i>Request for the Development of a Solution</i> and analyse to determine the nature of the solution; or</li> <li>• The need for functionality is identified during <i>Operational Output</i></li> <li>• Liaise with the users to determine the exact needs and to compile a first draft <i>User Requirement Specification (URS)</i></li> <li>• Conduct an <i>Impact Study</i> to determine the possible effect on the current and associated systems</li> <li>• Conduct a <i>Feasibility Study</i> to determine the cost of implementation of the solution</li> <li>• Obtain approval for the <i>Development of the Solution</i> and the necessary <i>Acquisitions</i></li> <li>• Compile a <i>Functional Specification</i> for the solution in accordance with the <i>URS</i></li> <li>• Develop the <i>Functionality</i> or <i>Solution</i> in accordance with the <i>Functional Specification</i>; or</li> <li>• Source the development of the <i>Functionality</i> or <i>Solution</i> to the relevant role players</li> <li>• Test the <i>Functionality</i> to ensure that it conforms to the <i>Functional Specification</i></li> <li>• Conduct <i>User Acceptance Testing</i> in collaboration with the users in accordance with the <i>Functional Specification</i></li> <li>• Modify the <i>Functionality</i> or <i>Solution</i> where necessary, taking into consideration the impact on the system</li> <li>• Test the <i>Modifications</i> in accordance with the <i>Policies and Procedures</i> and the <i>Functional Specification</i></li> <li>• Implement the <i>Functionality</i> on the <i>Live System</i> in accordance with <i>Policies and Procedures</i></li> <li>• Document the <i>Functionality</i> for future reference purposes</li> </ul> | 20% |
| People Management | <ul style="list-style-type: none"> <li>• Manage the <i>Attendance</i> and <i>Performance</i> of direct reports and monitor adherence to expected Standards</li> <li>• Offer <i>Guidance</i> and <i>Support</i> with the execution of their daily activities, and if required, take appropriate Disciplinary Action</li> <li>• Provide direct reports with opportunities for growth and development through on-the-job training and feedback to perform optimally in their roles</li> <li>• Participate in the selection and appointment of new team members</li> <li>• Conduct regular meetings and promote open and ongoing communication with the team</li> <li>• Approve the leave of direct reports and manage overtime where applicable</li> <li>• Live and demonstrate the Company Culture by regularly communicating and applying the six (6) themes in the workplace</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 5%  |



## Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

| Skills                                                                      |
|-----------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Infrastructure Management</li></ul> |
| <ul style="list-style-type: none"><li>• Solution Design</li></ul>           |
| <ul style="list-style-type: none"><li>• Advanced Problem Solving</li></ul>  |
| <ul style="list-style-type: none"><li>• Capacity Planning</li></ul>         |
| <ul style="list-style-type: none"><li>• Network Auditing</li></ul>          |
| <ul style="list-style-type: none"><li>• Research</li></ul>                  |

| Behavioural Attributes                                                |
|-----------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Attention to Detail</li></ul> |
| <ul style="list-style-type: none"><li>• Assertiveness</li></ul>       |
| <ul style="list-style-type: none"><li>• Customer Focussed</li></ul>   |
| <ul style="list-style-type: none"><li>• Innovation</li></ul>          |
| <ul style="list-style-type: none"><li>• Pro-active</li></ul>          |

| Knowledge                                                                   |
|-----------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• <i>ICT Infrastructure</i></li></ul> |
| <ul style="list-style-type: none"><li>• <i>Cloud Computing</i></li></ul>    |
| <ul style="list-style-type: none"><li>• System Management</li></ul>         |
| <ul style="list-style-type: none"><li>• Security Systems</li></ul>          |

| Special Requirements                                                                                             |
|------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• The incumbent will be required to work extensive working hours</li></ul> |
| <ul style="list-style-type: none"><li>• The incumbent will be required to travel extensively</li></ul>           |

## Participants

| Input Participants |                         |
|--------------------|-------------------------|
| Participant Name   | Participant Designation |
| Andrew Labuschagne | Infrastructure Manager  |
| Willem Pretorius   | IT Manager              |

| Completed By   |                            |
|----------------|----------------------------|
| Name           | Title                      |
| Henry Galloway | Human Resources Management |