

Head of Infrastructure and Support

Based in Eastern Europe, our client is poised to undertake a major restructuring project and as a result requires a highly experienced infrastructure and support specialist to undertake a one year fixed term contract. This is an exciting opportunity which will involve high levels of responsibility.

Key Responsibilities

To manage all aspects of the hardware support and maintenance team; to define team objectives and measure achievements in delivering the IT platform in line with business objectives.

Main Accountabilities

Leadership, definition and management of the I&S Department (three direct reports)
Setting objectives and reviewing achievements for the team annually, monthly and weekly
Recruitment & appointment of direct reports
Infrastructure & team activity management, status reporting and prioritisation
Budget management, both planning and accounting
Liaising with the Development and Infrastructure teams and the 'Customer' in understanding requirements.

Skills and Experience

More than Five-years experience working in an Infrastructure & Support team with over two years as Department head.
Two years experience in a telecommunications, utility or alternatively a large-scale high-tech environment.
Knowledge and experience of implementation of HP Unix and Microsoft Windows products, Cisco networking equipment and general IT hardware.
Exposure to large scale implementation projects and a track record of having delivered substantial IT platform projects.
Project Management experience, being able to receive and follow or define electronic based Project Plans.
Experience of Eastern European culture and practices, and having lived abroad as an expatriate.
Knowledge and experience of a unionised work environment with sensitivity to staffing issues.
Experience of Billing Systems, CRM, ERP, Relational DataBases, MIS Systems and interfaces.
Demonstrable experience of delivering to cost and tight time scales.
Microsoft Certification
Cisco Certification
HP Unix and hardware certification

Other non-vocational skills

Calm, methodical approach.
Team player with 'can-do' attitude, willing to go the extra 'mile' when required.
Leadership skills with mentoring philosophy and good motivational skills.
Commercial acumen.
Ability to see the big picture and comfortable with detail.
Language ability would be a plus.