



Join Our Team!

Available Position: ICT Operations Lead

Department: ICT Operations
Reports to: Managing Director/CEO

Job Summary

The ICT Operations Lead is responsible for managing and optimizing the organization's IT infrastructure, operations, and security to ensure reliability, performance, and scalability. The role involves leading a high-performing IT operations team, managing budgets and vendors, ensuring compliance with regulatory requirements, and aligning IT operations with business strategy. This position plays a critical role in enabling Kuala Tech and its clients to achieve operational excellence and innovation through technology.

Key Responsibilities

Team Leadership & Development

- Lead, mentor, and develop a high-performing IT operations team.
- Assign tasks, set priorities, and monitor performance against KPIs.
- Foster a collaborative, innovative, and supportive team culture.
- Identify skills gaps and provide training, certifications, and career development opportunities.
- Implement succession planning for critical IT roles.

IT Infrastructure & Service Management

- Oversee the design, implementation, and maintenance of IT infrastructure, including networks, servers, systems, and cloud environments.
- Ensure optimal performance, reliability, and security of IT systems.



- Establish and enforce IT policies, procedures, and standard operating practices.
- Supervise service desk/helpdesk operations, including ticketing, incident logging, and escalations.
- Align IT operations with ITIL best practices for incident, problem, change, and release management.

Security & Risk Compliance

- Lead cybersecurity initiatives, including firewalls, endpoint protection, patching, and intrusion monitoring.
- Develop and maintain disaster recovery (DR) and business continuity plans.
- Ensure secure and regular data backups with tested recovery procedures.
- Maintain compliance with data protection regulations (e.g., Zambia Data Protection Act) and industry standards (e.g., insurance regulatory requirements).
- Support internal and external IT audits, ensuring audit readiness.

Incident & Problem Management

- Establish and manage incident response processes to minimize downtime.
- Coordinate resolution of critical IT issues with internal teams and vendors.
- Conduct post-incident reviews and root cause analyses to prevent recurrence.
- Implement preventive and proactive measures to strengthen system resilience.

Capacity Planning & Performance Monitoring

- Forecast IT resource requirements to support business and client growth.
- Optimize infrastructure utilization and scalability.
- Implement system monitoring and performance management tools.
- Track and report KPIs/SLAs for uptime, service availability, and support efficiency.



Vendor, Budget & Procurement Management

- Manage relationships with IT vendors and service providers, ensuring SLAs are met.
- Negotiate contracts and evaluate vendor performance.
- Develop and manage IT budgets for Kuala Tech and client projects where required.
- Conduct cost-benefit analysis for IT investments and propose improvements.
- Procure IT equipment, software, and services while ensuring optimal utilization.

Strategic Alignment & Communication

- Align IT operations with Kuala Tech's broader digital strategy and client solutions.
- Provide technical input into business proposals, client implementations, and managed service offerings.
- Stay updated on emerging technologies and recommend adoption where valuable.
- Prepare regular reports on IT performance, risks, and opportunities for the Managing Director/CEO.
- Communicate effectively with non-technical stakeholders, translating IT strategy into business outcomes.

Qualifications & Competencies

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Professional certifications preferred (e.g., ITIL, CCNA, CISSP, Microsoft/Azure, AWS).
- Proven track record in IT operations management, infrastructure design, and service delivery.
- Strong knowledge of IT governance, cybersecurity, cloud environments, and compliance frameworks.
- Excellent leadership, communication, and problem-solving skills.
- Ability to manage budgets, vendors, and multiple projects simultaneously.