JOB DESCRIPTION
IT Manager
(Number of Positions : 1 / Location : Tanger)

Responsibilities :

- Plans, coordinates and supports administering, maintaining and supporting plant's network, system infrastructure and security including carrying out routine configuration and installation, documentation, administration and maintenance activities of IT systems, databases, network hardware & software and related peripherals.

- Plans and oversees infrastructure implementation, upgrades, replacements/retirements in order to meet business requierements and IT standards. Identifies and provides requiered technical ressources needed to support the ongoing operation of the IT infrastructure

- Monitors and controls IT infrastructure & services including day-to-day routine tasks related to the operation of infrastructure components and applications such edition of operation logs and reports and facilities Management in a timely and reliable way.

- Leads service operation activities including event & access control management, service request fulfilment to ensure an effective & efficient IT services delivery.

- Oversees incidents management including first line investigation & diagnosis, analyzing records & log and resolving incidents, escalating incidents to business applications supervisors, following up resolution while keeping requestor informed and conducting customer/user satisfaction callbacks, surveys.

- Oversees IT problems management process including recurrent incident analysis, root-causes analysis, actions plans definition and implementation and action plan efficiency verification.

Qualifications and Experience :

- Master's / engineering degree (Computer Science, Software Development, Informations Technology/Security or related discipline)
- 3 years in similar position
- **French and English**

- IT knowledge, IT operating systems environements, IT hardware and software, Networking Hardware & Software Plateforms knowledge, Cloud Architecture & Enironements Knowledge, Virtualization techniques & Environements knowledge, Databases management, Quality standards,Quality standards, Continuous improvement techniques, Analytical and problem solving skills, Organizational skills, Budgeting & Cost estimating, Project Management, Risk Management, Change Management.
- MS Office Softwares (Excel, Words, PPT, ...) et MES, applications ERP
- Behavioral competencies: Communication, Building relationships, Self development
- Managerial competencies : Leading people, Managing performance, Business skills, Developing others.