Position Title:	Installations Manager
Position reports to:	Operations Manager
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The Micros Installations Manager is responsible for managing the installations team, guiding, monitoring and developing the team to be skilled professional hospitality consultants for the QSR and TSR client base (including hotels)

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Resource planning and allocation for various projects with the projects department
- Provide coaching to installers where technical and operational gaps are identified.
- Monitor and manage the installer assigned to a project.
- Ensure that the projects are executed timeously without delays.
- Provide technical support on escalated issues.
- Evaluate performance of team on every project.
- Do monthly reporting on each installer in the team.
- Local site visits where necessary.
- Make sure the team is efficient in all implementations.
- Make sure the disciplinary code is followed and employees are managed correctly and fairly.
- Implement and maintain procedures which contribute to increased efficiency in terms of solution implementation that lead to better client experience
- Ensure that MICROS standards and documentation are adhered to.
- Ensure projects are delivered within budget.
- To ensure the operational objectives and efficiencies of the company are met by working with the Micros Operations Manager and other necessary stakeholders. Implement adequate controls, approved by Senior Management, within the framework and requirements of our policies and procedure and ensure adherence to these policies and procedures.
- Keep updated on new technologies available, both on MICROS software/hardware products, third-party software/hardware products, as well as general IT technologies, related to our industry.
- Actively contribute to the growth and advance of the company by investigating and recommending alternative business models, systems, products, which could potentially contribute to growth or reduce expenditure.
- Complete any additional projects which may be assigned from time to time. Such projects may well be outside the scope of the day-to-day responsibilities incorporated in this job description

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric
- Tertiary IT qualification
- ITIL certified
- IT technical background essential
- SQL exposure/experience advantageous
- Minimum 2 years leadership experience
- IT Service Management experience
- People management skills
- Excellent oral and written communication skills
- Experience in statistical analysis and reporting
- Assertive
- People development
- Experience in designing and managing KPI's
- Experience in designing and managing knowledge management processes
- Experience in scheduling resources
- Experience in process mapping
- Micros experience
- Restaurant Operations a benefit

Contact Person: Mpho Mogagabe

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