

JOB TITLE – CHANGE & RELEASE TEAM LEAD

Position reports to : Line Manager
Direct Reports :
Office Location : Adapt IT Durban Campus

PURPOSE OF THE POSITION

The Team Leader must ensure that all change requests within the environment are managed in a controlled manner according to the IT Change Management policies implemented. The Team Leader must lead all IT Change Management efforts including stakeholder engagement, impact analysis and business readiness within the Adapt IT Manufacturing Division. This includes normal, standard and emergency change requests relating to Business processes, applications and/ or infrastructure.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Develop common strategies for change and release governance across multiple departments
- To convene and chair the internal Change Advisory Board (CAB) and Release meetings
- Establish consistent change and release management processes
- Facilitate cross-department coordination of change and release management functions.
- Track an enterprise-wide Change and Release calendar.
- Supervise the Configuration management team
- Measure change and release cadence and effectiveness using common metrics across the entire software portfolio.
- Attendance and presentation at customers CAB meetings.
- Assist in collating Change and Release evidence required by Auditor's
- Ensure Change and Release processes are aligned with Adapt IT Manufacturing Division's ISO 9001 Quality Management System.

DESIRED SKILLS, EXPERIENCE AND QUALITIES:

Education & Qualification

- IT related BSc/BCom/NDip
- ITIL Foundation/ ITIL Service Transition
- Matric or Equivalent Certification
- Relevant IT degree or diploma required

Relevant Skills, Knowledge & Experience

- 2+ years of expertise in the Change and Release domain.
- Experience with Continuous Integration/Continuous Delivery
- Knowledge of ITIL standards and best practices

Exposure to Tools

- Service Management tools (IVANTI Heat)

Remuneration

Market related

Driving Value

- *Actively seeking and implementing opportunities to maximize value in any aspect of the business.*
- Setting a culture of continuously striving for better performance
- Challenging the current state in order to seek real improvements

Leading People

- *Motivating and developing people to deliver superior results in a responsible manner*
- Building and maintaining effective culture
- Creating a climate in which individuals and teams develop their potential and contribute their best
- Managing accountabilities and providing timely and constructive feedback
- Coaching and providing development opportunities that enable high performance

Leading Self

Taking responsibility and accountability for own behaviour, performance and development

Taking ownership for own performance and decisions and their impact on the business

Demonstrating tenacity and resilience even when faced with obstacles

Seeking opportunities for personal feedback, learning and development

Acting decisively when tough or quick action is required

Contact Person: [Jeanel Lenders](#)

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Vacancy Status: [Open](#)