

INSTALLATIONS MANAGER: Micros Division

Position Title:	Installations Manager
Position reports to:	Operations Manager
Direct Reports:	Project managers and Installations
Office Location	Adapt IT Midrand

PURPOSE OF THE POSITION

- To make sure every installation is delivered with success and efficiency
- To lead project managers and installations teams
- Responsible for the development of their teams
- Manage and drive customer engagement and success
- Deliver and manage Gauteng installations schedule and ensure efficiency
- Drive and manage performance management
- Manage staff employee relations and disciplinary processes
- Design and drive employee engagement initiatives
- Drive high performance through effective leadership

PRIMARY RESPONSIBILITIES FOR THE ROLE

People Management

- 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.
- Evaluate performance of team on every project
- Make sure the disciplinary code is followed and employees are managed correctly and fairly
- Make sure the team is efficient in all implementations – using the correct number of days per scheduled project and highlighting installs that have not been efficient
- Managing training and budgeting within their teams
- Develop all employees in all aspects of their careers
- Responsible for growth of their team members

Business management and driving efficiencies

- Ensure that MICROS standards and documentation are adhered to
- 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 the hospitality industry
- Actively contribute to the growth and advance of the company by investigating and recommending alternative business models, systems, and products, which could potentially contribute to growth or reduce expenditure

Project management

- Ensure that the projects are executed timeously without delays.
- Provide technical support on escalated issues by escalating to the relevant technical departments and highlighting these issues to management
- Ensure projects are delivered within budget.
- 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
- Manage the project management team

Reporting

- Do monthly reporting on the installations teams on projects implemented and failed implementations, individual staff reporting must be incorporated in line with their set KPI's
- Local site visits where necessary – scoring and quality management, also improving customer engagements and relationships
- Implement and maintain procedures that contribute to increased efficiency in terms of solution implementation that lead to a better client experience

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric
- Tertiary IT qualification
- ITIL certified
- IT technical background essential
- Minimum 2 years of leadership experience
- IT Service Management experience
- Operations experience
- Hospitality management experience

DESIRED SKILLS AND QUALITIES

- People management skills
- Excellent oral and written communication skills
- Experience in statistical analysis and reporting
- Assertive
- Experience in designing and managing KPI's
- Experience in designing and managing knowledge management processes
- Experience in scheduling resources
- Experience in process mapping
- Implementations experience beneficial
- Customer and vendor management
- Project management

Contact Person: [Nthabi Peloeahae](#)

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