Vacancy: IT Manager

Status: Full-time permanent
Direct reports to: The COO, AIMS South Africa
Working location: AIMS South Africa, 6 Melrose Road, Muizenberg
Starting date: 1 February 2025

About AIMS

The African Institute for Mathematical Sciences (AIMS) South Africa, based in Muizenberg, is looking to hire a skilled and motivated IT Manager. AIMS is a pan-African network of Centres of Excellence for post-graduate training, research, and public engagement in mathematical sciences established in 2003.

If you have a collaborative spirit and proactive outlook, this is an opportunity for you to join our team as an Information Technology Manager. In this role, you will be an integral part of our institute in its mission to support and shape the future of science in Africa, centered around the flagship structured master's programmes, which makes extensive use of free/libre software for science.

Job Overview

Lead and expand a small dynamic team to take care of all the IT aspects of the institute. The AIMS IT department works closely with the academic programmes to provide Network, Compute, and all generic business IT services.

The role will include management, planning and reporting, procurement, deployment, system architecture, hands-on system administration, maintenance and support, and documentation.

Your direct reporting line will be to the COO, while your planning and reporting may include the COO, Director, AIMS Council, and liaison with academic directors and research chairs.

Requirements

- Tertiary and relevant IT qualification advantageous. Server, networking, and desktop experience with Debian Linux
- Broad IT support experience in diverse platforms and clientele
- A customer-service orientation; good written and spoken communication skills
- Self-motivated and self-disciplined; ability to work independently and with a team
- Attention to detail and the ability to work under pressure; ethical conduct and decision making
- South African citizenship or residency and work permit

Responsibilities

Core services

- Debian servers and LXC containers running all services on ZFS file systems and backups
- LDAP, NFS, DHCP, powerdns, netboot, systemimager, openvpn, gitlab, static sites
- Apache, postgres and mariadb, letsencrypt,Bash and Python scripting, and command line Linux administration
- Bundlewrap for configuration management, and bespoke netadmin dashboard
- On-campus server hardware (4 Dell, 3 HP) and network racks
- Mikrotik switches and wireless routers, VXLANs, ethernet, fibre
- Dedicated cloud server, and DNS cloud services: Namecheap, BuddyNS
- Maintain primary IT support contact group and service desk
- Security and backups; technology upgrades; migrations
- Lead system administration and support team (2+) and instruct tutors

Labs and infrastructure support

- A hundred Debian derivative (AIMS Desktop) computer lab desktop clients; student laptops
- Support AIMS with wifi access, compute needs, in offices, labs, and lecture venues
- Cabling, switches, electrical infrastructure, multiplugs, converters, and travel adaptors
- 3+ buildings, 30 offices, 2.5 labs, 8 data projectors, 2 TV trolleys, audio-visual equipment
- 6 Printers, CUPS print server, 2 multifunction Printer/Copiers on contract
- Liaise with equipment and cabling vendors and follow SU and audit processes
- Interface with AIMS Facilities department for physical infrastructure, server rooms, aircon, trunking, electricity, backup-power, and office equipment and sundries
- Google Workspace (2000 accounts including alumni); Maintain and support Mail, Calendar, Docs, Drive, Groups, Users, Domains, Sites, Calendar, Meet, etc.

Administration and Finance

- Interface with AIMS Finance for budgeting, purchases, asset management, and audits
- Interface with AIMS academic and admin staff for recordkeeping and archiving
- Liaise with Stellenbosch University IT, SU Library, QuicklySign, Buddyns, Hetzner.de dedicated server, overleaf payments, administration and management
- Equipment procurement and payments
- Liaise with TENET, internet access, on-campus router, TENET support tickets
- Document procedures and knowledge base on Intranet
- Develop IT budgets, keep spreadsheets tracking purchases, and asset sheets
- Develop and document IT policy, taking into account AIMS, SU, TENET, and SA law
- Report for annual report and to AIMS Council, and ad-hoc as needed

Academic software

- Computer lab and AIMS Desktop Science Software updates and customization
- HPC, GNU modules, MPI, C, and Intel compilation
- Liaise with CHPC, SU HPC, and African and international partners
- Google Cloud Platform, Overleaf, Github administration and support

Applications

To apply, please submit the following as **one PDF** to **vacancies@aims.ac.za**.

- A cover letter detailing your relevant experience and interest in the position
- Your CV, max 4 pages, and proof of qualifications
- Contact information for at least two references including a recent direct line manager

Applications will be accepted until **31 December 2024** or until the position is filled. If you do not hear from us in 4 weeks please consider your application as unsuccessful. AIMS South Africa reserves the right not to make an appointment at its sole discretion. AIMS South Africa HR is an independent cost-center in Stellenbosch University. AIMS is a charitable trust governed by a board of trustees who delegates detailed oversight to the AIMS Council. The director of AIMS leads the on-campus team and programmes.