

IT LEAD

COMPANY INTRODUCTION

We are, Wicloud, established in mid-2022, with over 1000 employees across 3 offices in the international. Wicloud dedicates the One-Stop Digital Transformation Service to our customers. Renowned for delivering premium IT outsourcing services exclusively tailored for Microsoft clients for 4 products: Microsoft Dynamics 365, Microsoft Azure, Microsoft Windows Commercial, and Microsoft Office 365.

YOU WILL:

1. IT Operations & Governance

- Oversee end-to-end IT operations in Kigali.
- Establish clear IT governance, roles, responsibilities, and escalation mechanisms
- Ensure timely incident reporting, coordination, and resolution for major IT issues

Provide regular IT status, risk, and improvement reports to management

2. Infrastructure & Service Management

- Manage corporate network (LAN/WAN/VPN), servers, cloud resources, endpoints, and collaboration tools
- Ensure office and production environments meet business SLA requirements
- Own IT asset lifecycle management (procurement, deployment, inventory, retirement)
- Manage external vendors and service providers

3. Information Security & Compliance

- Implement and maintain IT security and compliance controls required for business lines
- Support internal audits, customer reviews, and compliance assessments
- Define and enforce IT security policies, incident response plans, and awareness programs
- Ensure proper access control, identity management, and data protection

4. AI Enablement & Innovation

Identify and implement AI solutions to enhance IT operations and productivity

- Drive adoption of AI tools to optimize internal workflows and service delivery

- Collaborate with stakeholders to integrate AI into support and business processes

5. Team Leadership & Development

Lead and manage IT teams across multiple offices

Set clear performance objectives and accountability mechanisms

Improve execution, professionalism, and internal service credibility of the IT function

Build standardized processes to reduce dependency on individuals

6. Cross-functional & International Communication

- Work closely with business, compliance & security, operations teams and other functional teams
- Communicate effectively in English with oversea leadership team
- Translate and report technical issues into structured, business-oriented updates for non-technical stakeholders

OUR IDEAL CANDIDATES:

Required

- Bachelor's degree or above in Computer Science, Information Systems, or related fields

6+ years of IT experience, including 2 - 3 years in an IT Lead or equivalent role

Hands-on experience in IT infrastructure & operations, with solid knowledge of ITSM and security compliance

Practical experience applying AI in operations / productivity

Strong written and spoken English skills

Technical & Professional Skills

- Proven experience managing IT for multi-site or mid-to-large organizations (500+ employees) is a nice-to-have
- Solid foundation in networking, systems, and enterprise IT environments
- Familiarity with ITSM processes (Incident, Problem, Change Management)

Hands-on experience with information security and compliance in international service environments

Cloud platform experience (e.g., Microsoft Azure) is a strong plus

Leadership & Personal Attributes (Critical)

- Strong ownership mindset and risk awareness
- Proactive, structured, and execution-driven
- Able to lead teams with authority and credibility
- Comfortable working under high standards and client scrutiny

AI-related Experience

- Generative AI
 - o Experience with LLM tools (e.g., ChatGPT, Copilot, Gemini)
 - o Prompt engineering
 - o AI automation for operations
 - o AI chatbot implementation
 - o AI knowledge base development
- AI for Productivity / Operations
 - o Process automation using AI
 - o AI for ticket triage (support environments)
 - o AI workflow optimization
 - o AI-driven reporting

WHY US?

Competitive salary

Salary at 100% during the probationary period.

Full working equipment will be provided.

Activities: Birthday party, Employee engagement activities.

OTHERS

- Working location: Kigali City, Rwanda
- Working time: Mon-Fri 9AM-6PM. Standby for emergent cases (such as emergent incident troubleshooting, system upgrade, etc.)

CONTACT INFORMATION

Company Website: [Wicloud - Global IT Outsourcing Solutions](#)