

IT MANAGER

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:

Responsible for IT-related work in all office areas (3 offices in Kigali, 1 in Ruhengeri).

- Responsible for IT maintenance (*Office is operating 24/7*), including but not limited to DC, AD, Email, Network, Phone.
- Manage network, including employee ACL access control, router configuration, VLAN assignment, FW, AP, and other network components.
- Coordinate with the supplier, handling different system troubleshooting, maintaining the telephone, network...
- Secure server and client, including patch, upgrade, and anti-virus.
- Upgrade software and tools to meet customer requirements, push upgrade notification through SCCM, GPO, or MDM (Intune).
- Handle emergent incidents, including client, server, network, and applications. Lead internal & external team for troubleshooting and issue-solving.
- Handle security/compliance matters, lead team to comply with PCI-DSS, ISO 27001/27701/27031.
- Handle BCP/DR with annual audit & review.

OUR IDEAL CANDIDATES:

9 years or above experience in IT industry, more than 3 years in IT Management position or similar role, 3 years in project implementation, rich experience in machine room and office area construction, including construction and configuration of network devices and servers.

Proficient in English (speaking, reading, writing) for daily communication with foreign clients.

Proven experience in leading IT projects from the ground up, including end-to-end

planning, implementation, and delivery.

Strong knowledge of cross-functional project coordination, with the ability to collaborate effectively with departments such as HR, Finance, and Operations to ensure seamless project execution.

Hands-on experience with Microsoft Environment Management (Azure and M365 Portal).

Knowledge of Application Deployment and Support, as well as familiarity with Service Desk and User Support tasks.

Proficient in Windows/Linux Server; able to perform basic server configuration and maintenance. Knowledgeable in AD Configuration (e.g., Group Policy, User, Computer, Group Management), DHCP, DNS, VPN, etc.

- Skilled in Exchange Server configuration and management.

Expert in internal network setup for enterprise-level companies, including Cisco network switches, routers, firewalls, IDS devices; able to troubleshoot via log analysis.

Experienced in SCCM and MDM; able to manage devices, upgrade client systems, update virus definitions, and push customized applications.

Experience in Intune & Defender for Endpoint.

Experience in Autopilot and its configuration.

Proficient in Windows clients (Win 10 & Win 11); able to troubleshoot common issues.

Strong knowledge of information security and data protection; able to meet security requirements, apply strategies, and conduct vulnerability scanning.

- Experience in system audit and review.

Familiarity with industrial certification: ISO 27001/27701/27031, PCI-DSS.

Familiarity with ITIL Concept. ITIL certification owner is a plus.

- Familiarity with PMP Concept. PMP certification owner is a plus.

Strong knowledge of Azure/MS 365 related concept. AZ/MS certification owner is a plus (AZ-900/AZ - 500/SC300/SC401...)

Capable of managing and coordinating with telecommunication suppliers for network and telephone line setup and maintenance.

Experience in call center construction is preferred.

WHY US

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.)