We are hiring!
Job description:

Job title	Infrastructure and Tier 2 Support Team Lead
Physical location of position	Olivedale, Johannesburg
Position of reporting manager	Head of Technical Operations
Equal opportunity employer	SmokeCI is an equal opportunity employer and is committed to diversity and inclusion in the workplace. We encourage applications from all qualified individuals regardless of race, ethnicity, religion, gender, sexual orientation, age, or disability.
Company Culture	Our culture is a defining characteristic of who we are. It is in our DNA and determines how we engage with each other and our clients. It guides, motivates, and inspires us and facilitates in creating a fun, happy and rewarding work environment. It is thus extremely important that everyone fully understands, embodies, and lives by our values. These values are detailed in our Mantras.
Purpose of the job	The Infrastructure and Tier 2 Support Team Lead is responsible for ensuring the operational stability, performance, and scalability of SmokeCI's infrastructure and hosting environments. Leading a team of three Systems Administrators, the role combines technical leadership with operational accountability across cloud and on-premises platforms, with a specific focus on proactive monitoring, automation, and continuous improvement.

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	This role is critical to maintaining the health and uptime of the in-house Eyerys platform and other key business systems, while ensuring compliance with ISO27001:2022 controls and facilitating cross-functional collaboration across departments. The Team Lead is expected to bring practical AWS and DevOps experience and to lead the team in adopting modern hosting approaches including containerisation, event-driven components, and infrastructure-as-code.

Salary & Benefits	Market-related TCTC per month – Based on skill and qualification of candidate
	
	• Financial Benefits: Funeral, Death and Disability Policy (Group Life Policy)
	• Other Benefits:
	    o 15 Days annual leave per annum
	    o Some leave days may be "gifted" from the Company to you during our annual shutdown over the December–January period
	    o Company social committee managed by the staff to decide how we do social events and team building – driving our amazing Company Culture
	    o Flexible weekly working hours
	    o Super close-knit professional team that looks after each other!
	
	We are big supporters of individual growth and learning, and this is something we incorporate into the business constantly. We have budgets to help with studies, Personal Development Plans (PDPs) to ensure mentorship and coaching, as well as processes to expose you to new technologies

Job responsibilities	**Ticketing Performance** • Ensure adherence to defined ticketing turnaround times and quality SLAs across the Infrastructure and Tier 2 domain, covering requests and incidents related to networking, telephony, hosting environments, and internal tools.

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Monitoring and Uptime

- Ensure all critical infrastructure components, including Linux servers, MySQL databases, MongoDB instances, and hosted application services are automatically monitored via solutions such as AWS CloudWatch and other monitoring stacks, with alerting configured for timely issue detection.
- Maintain a minimum uptime of 99.7% for the Eyerys application and its components, hosted across AWS (Fargate, SQS, EC2, VPC) and private environments, as per established uptime measurement criteria.
- Analyse system trends and alert patterns to identify recurring problems and recommend infrastructure improvements or product fixes.

Security

- Enforce compliance with ISO27001:2022 technical controls, ensuring infrastructure components and configurations align with information security standards.
- Apply up-to-date encryption protocols, security hardening practices, and Linux-based access controls across all managed environments.
- Facilitate vulnerability scans, penetration tests, and third-party security assessments, ensuring timely remediation and documentation of results.

Environment Management

- Lead the provisioning and configuration of infrastructure across both cloud (AWS) and on-prem environments, using tools such as Ansible, Docker, and shell scripting to ensure consistency and automation.

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- Oversee systems administration across Linux, NGINX, PHP runtime environments, MySQL, and MongoDB platforms, ensuring reliable performance and maintainability.
- Implement and regularly test backup and disaster recovery procedures, ensuring RPO and RTO targets are achieved for all production workloads.
- Drive performance optimisation and capacity planning, including system tuning, database performance analysis, and infrastructure scaling under varying loads.

Documentation and Knowledge Management

- Maintain comprehensive internal technical documentation, diagrams, SOPs, and architecture records aligned to defined documentation standards.
- Ensure all technical client-facing documents (e.g. SIP/IVR call flows, network diagrams, integration guides) are current, accurate, and professional.
- Promote a culture of documentation within the team, with each team member expected to contribute at least five meaningful updates or new artefacts per quarter.

Product Knowledge

- Develop deep operational knowledge of the Eyerys platform from both a user and backend infrastructure perspective, enabling effective Tier 2 issue resolution and support.
- Understand and support complex backend dependencies including PHP application servers, MySQL database architecture, and message queues (e.g. AWS SQS).
- Own and execute product upgrade processes (major, minor, and patch), ensuring zero disruption through careful staging, change control, and rollback planning.

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- Act as a subject matter expert in IVR and SIP telephony integrations, able to support, troubleshoot, and refine post-call survey flows and telephony routing infrastructure.

Domain, DNS, and MS365 Management

- Manage web domain lifecycle tasks including registration, renewal, decommissioning, and DNS propagation using best practices for security and availability.
- Maintain and update DNS records (e.g. A, MX, TXT, CNAME, SPF) to support infrastructure stability, system integrations, and email deliverability.
- Provide end-to-end oversight of MS365 environments, including Exchange Online, SharePoint, OneDrive, and Teams, ensuring optimal configuration and uptime.

Change Management

- Ensure all change requests involving infrastructure, DNS, telephony, and hosting environments follow the formal CAB process with complete documentation, approvals, and stakeholder notifications.
- Maintain high quality and accuracy in all change logs, post-implementation reviews, and reporting deliverables.

Leadership

- Manage and mentor a team of three Systems Administrators, fostering technical growth, professionalism, and accountability.
- Monitor and support team morale, maintaining a positive and collaborative team culture.
- Model strong leadership aligned with SmokeCI's people strategy, including visibility, ownership, and willingness to lead from the front.

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	• Handle all performance management activities including 1:1s, coaching, development plans, conduct interventions, and participation in hiring and onboarding processes. • Represent the Infrastructure and Tier 2 function within the broader Operational Committee, effectively collaborating across departments including Development, Data, and Client teams. **Process Adherence and Ownership** • Ensure all Infrastructure and Tier 2 activities are governed by approved SOPs and policies. • Maintain an audit-ready posture for all environment monitoring, security reporting, disaster recovery and backup tests.
Competencies	• Able to assess complex problems and devise effective, scalable solutions. • Deep understanding of infrastructure technologies, monitoring systems, and hosting environments. • Demonstrates responsibility over infrastructure, team deliverables, and cross-team dependencies. • Supports team morale, coaching, and development; leads by example. • Clear communicator, active participant in cross-departmental and leadership forums. • Continuously drives improvement, automation, and process optimisation. • Maintains high standards in documentation, patching, monitoring, and process control. • Able to operate in a fast-paced, growing organisation with evolving infrastructure and priorities.
Experience & knowledge required	• Minimum 7 years' experience in infrastructure or system administration • Minimum 3 years' experience in a leadership or team management role

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	- Minimum 2 years' experience working with AWS and DevOps practices. - Strong knowledge and experience with ISO27001:2022, including implementation and compliance. - Experience with CAB processes, patching cycles, and disaster recovery frameworks. - Demonstrable experience in infrastructure automation (e.g. Ansible, scripting, CI/CD pipelines) - Familiarity with managing internal tooling and supporting custom platforms (advantageous) - Prior experience in a B2B SME environment preferred
Minimum qualification	- Formal tertiary qualification in IT or related field is advantageous but not required. - Certifications such as AWS Certified SysOps Administrator, CompTIA Linux+, ITIL, or ISO27001 Lead Implementer are advantageous. - Equivalent experience in lieu of formal qualifications are fully acceptable

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