

Job Title : Technical Manager

JOB PURPOSE STATEMENT

As the Technical Manager at our company, you will lead and elevate the technical delivery of our services. This hybrid role blends hands-on expertise with strategic oversight. You'll serve as the highest point of escalation for complex issues, design robust IT solutions, drive quality and standardization, and actively mentor our technical team. Success in this role requires a strong technical foundation, decisive leadership, and a customer-first mindset that aligns with our collaborative company culture.

KEY DELIVERABLES:

Key Performance Area:	Duties:
Technical Leadership & Escalation Management	<ul style="list-style-type: none"> • Serve as the final escalation point for complex technical issues across clients. • Lead root cause analysis and resolution of critical incidents. • Own major incidents and communicate effectively with internal stakeholders and clients.
Solution Architecture & Project Design	<ul style="list-style-type: none"> • Architect scalable, secure, and practical IT solutions. • Collaborate with Sales and Account Managers to scope and design client projects. • Review technical proposals for accuracy, feasibility, and alignment with best practices.
Team Mentorship & Technical Development	<ul style="list-style-type: none"> • Provide ongoing training and knowledge sharing to technical team members. • Drive adoption of best practices in service delivery and technology use. • Assist with recruitment and onboarding of new technical team members.
Quality Assurance & Standards	<ul style="list-style-type: none"> • Define and enforce adherence to technical standards and SOPs. • Ensure compliance with security policies, backup strategies, and disaster recovery plans. • Maintain accurate and up-to-date documentation across all client environments.

Internal Training & Technical Enablement	<ul style="list-style-type: none"> • Identify skills gaps and align training initiatives accordingly. • Develop and deliver structured internal training sessions. • Maintain a central knowledge base and technical SOP library. • Promote relevant certifications and track team development. • Foster a culture of peer mentorship and continuous learning.
Sales Enablement & Pre-Sales Support	<ul style="list-style-type: none"> • Participate in client meetings as a technical advisor when needed. • Translate business needs into technical requirements and solution scopes. • Validate quotes, scopes of work, and project proposals. • Provide input on bill of materials, resource planning, and timelines. • Stay informed on relevant technologies and vendor offerings.

REQUIRED SKILLS AND EXPERIENCE

Technical Expertise (L3/L4 Level)

- A strong generalist foundation across a wide range of technologies, including:
 - Microsoft 365, Windows Server, Azure - administration, migration, and support.
 - Networking - VLANs, routing, subnetting, firewall configuration.
 - Virtualization – SC/HyperCore hypervisor, Hyper-V and/or VMware deployment and management.
 - Firewalls - FortiGate, Sophos (configuration, monitoring, and troubleshooting).
 - Backup & Disaster Recovery - design and implementation of BCDR strategies.
 - Hardware & Infrastructure - Tier 1 server/workstation brands, VOIP systems, surveillance/CCTV technologies.

Leadership & Soft Skills

- Proven ability to lead by example and inspire high-performance teams.
- Strong written and verbal communication skills - comfortable interfacing with clients and internal stakeholders.
- Calm under pressure with a practical, solution-oriented approach to problem-solving.
- Demonstrates high levels of integrity, accountability, and initiative.

Minimum Requirements

- 5–8 years of experience in a senior technical role.
- Strong troubleshooting and solution design skills.
- Experience managing technical teams or mentorship responsibilities.
- Relevant certifications.