



Title	Configuration, Capacity & Availability Manager
Duty Station	Kampala, Uganda
Responsibilities	<ul style="list-style-type: none">• Implements the configuration management policy and standards.• Evaluates existing configuration management systems.• Agrees scope of the configuration management processes, function, the items that are to be controlled, and the information that is to be recorded.• Develops, maintain and implements configuration, capacity & availability management standards, plans and procedures and their implementation.• Ensures that changes to the configuration management methods and processes are properly approved and communicated.• Manages the evaluation of configuration management and day-to-day capacity and availability requirements of services. Ensures customer requirements are correctly translated into realistic capacity and availability goals.• Provides and measures, reports and reviews current Configuration, capacity and availability performance of services and components in the IT environment.• Undertakes capacity and availability modeling to help select appropriate countermeasures, assesses the impact of future changes, and identifies potential improvements.• Responds to capacity-related threshold events and instigate corrective actions.• Addresses specific performance issues that are related to IT capacity & pre-empt performance issues by taking necessary actions.• Assists with diagnosis and resolution of capacity and availability related critical incidents and problems.• Agrees CIs to be uniquely identified with naming conventions.• Ensures that staff comply with identification standards.• Proposes/agrees interfaces with change management, problem management, network management, release management, computer operations, logistics, finance and administration functions.• Plans population of the CMS; manages CMS, central libraries, tools, common codes and data; ensures regular housekeeping of the CMS.

Qualifications	<ul style="list-style-type: none">• First degree in Information Technology, Computer Science or equivalent in a relevant discipline.• Minimum of three (3) years relevant work experience.• Excellent communication, teamwork and multi-tasking skills with ability to learn quickly.• Effective leadership skills with ability to work under pressure.• Excellent Knowledge and hands on experience in telecom industry is as added advantage.
Positions	One
How to apply	Send your CV to hr@i3c.co.ug