

## NEW VACANCY

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### Application Support Supervisor



Bachelor's degree or its equivalent in  
Computer Science, Information Technology,  
Software Engineering or other related fields



2-3 years experience in application support or IT Operations,  
Atleast 2 years in Supervisory or team lead role is an added  
advantage



#### CORE RESPONSIBILITIES

- Lead the daily operations of the Application Support team
- Provide Level 2/3 support for business-critical applications
- Troubleshoot system issues, perform root cause analysis, and implement permanent solutions
- Monitor application performance and ensure high availability and reliability
- Manage regular updates, patches, releases, and application configuration changes.
- Establish and enforce application support procedures and best practices
- Collaborate with business units to understand application needs and improvements
- Maintain up-to-date documentation for application configurations, workflows and procedures
- Ensure applications meet security standards and compliance requirements

#### COMPETENCES

- Strong knowledge of enterprise applications, databases (SQL) and system integrations.
- Familiarity with ITIL frameworks (Incident, Problem and Change Management)
- Proficiency in troubleshooting, scripting and application monitoring tools e.g. SolarWinds and other Dashboards.
- Strong analytical and problem-solving abilities
- Stakeholder management skills.

*"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices".  
Only shortlisted applicants will be contacted".*

If this description corresponds to you, grow with us by applying before **June 16, 2026**

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### Training & Development Manager



Bachelor's degree or its equivalent in Social Science, Human Resources Management or other related fields



Minimum 5 years experience in Learning, training and identification and development of training needs



#### CORE RESPONSIBILITIES

- Support line managers and employees in identifying and assessing the competencies required to perform in their position.
- Lead regular meetings to discuss yearly/quarterly planning, operational issues and evaluation of learning and development needs
- Develop annual training plan; analyze needs
- Control training budget with HR Compensation and Benefit Team
- Implement and maintain the learning and development policy.
- Coordinate onboarding and orientation programs for new employees.
- Create and manage leadership development and succession planning initiatives
- Maintain records with regards to the development of all employees
- Develop and managed a training calendar for the year
- Plan, organise and direct learning and development initiatives.
- Lead the implementation of organization culture in the organization

#### COMPETENCES

- Experience in assessing, developing and conducting training
- Good team player
- People management skills
- Demonstrate excellent planning skills.
- Works well under pressure
- Executor

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### IT Capacity Planning Manager



Bachelor's degree or its equivalent in  
Computer Science, Information Technology,  
Telecommunications or other related fields



2+ years experience in IT Infrastructure, IT Operations or  
Capacity Planning.



#### CORE RESPONSIBILITIES

- Capacity Monitoring and Utilization Analysis: Monitor, analyse, and report utilization trends across the IT environment, including-Storage, Servers, Backup, Network Databases, Software and Licenses, Load Balancers etc and identify potential resource constraints before they impact operations.
- Forecasting and Planning: Forecast IT resource requirements based on historical data and business projections, develop capacity plans for servers, storage, cloud resources, and databases and Recommend upgrades, scaling strategies, or infrastructure optimization
- Performance Optimization: Collaborate with system administrators, DBA's, and application teams to optimize resources, ensure workloads are balanced across servers and systems and Provide recommendations to improve system efficiency.

#### COMPETENCES

- Working experience on server, storage Hardware and related components.
- Experience in virtualization, VMware, Hyper-V, and OpenStack
- Experience with monitoring and capacity planning tools (e.g., Nagios, SolarWinds, BMC, Splunk).
- Understanding of databases and application performance metrics.
- Sound technical knowledge across the core supported applications base

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