# CAREER OPPORTUNITY

African Rainbow Minerals (ARM) is a leading diversified mining and minerals company with operations in South Africa. ARM mines and beneficiates iron ore, manganese ore, chrome ore, platinum group metals (PGMs), and coal and has a strategic investment in gold through Harmony Gold Mining Company (Harmony).

IT INFRASTRUCTURE SUPERINTENDENT

(D-LOWER PATTERSON GRADING)

ARM
African Rainbow Minerals
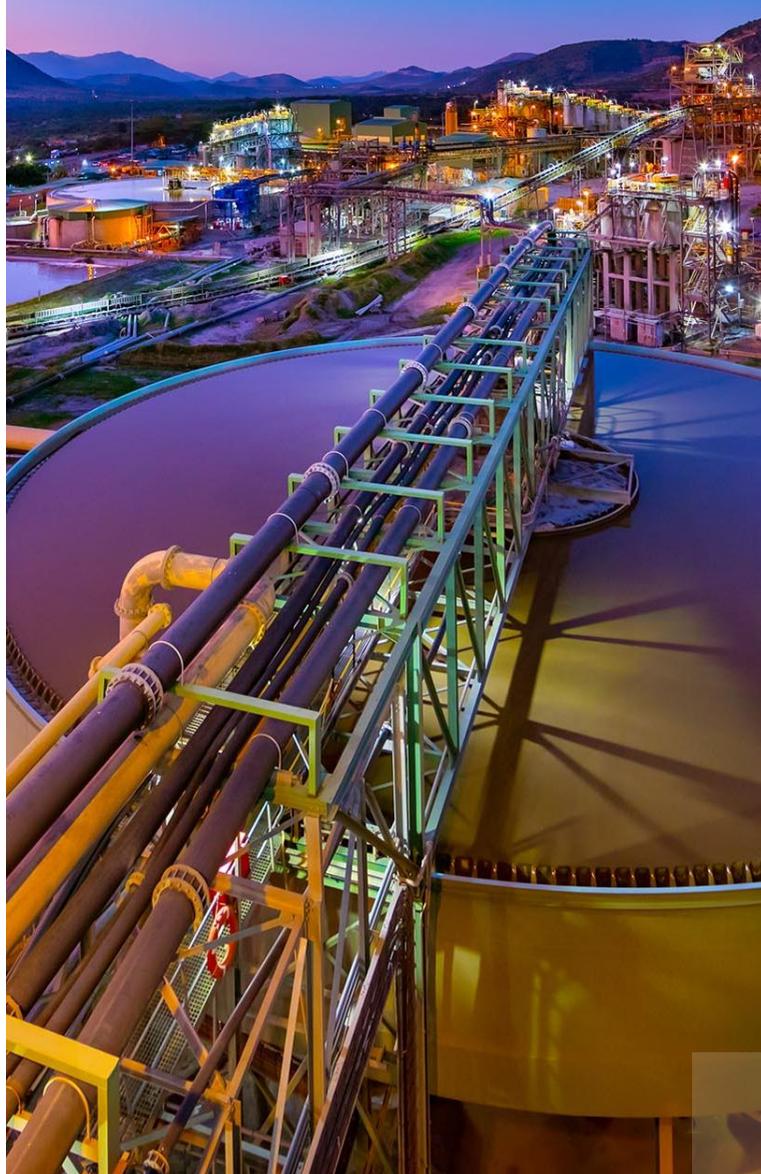
Purpose of the Job:

To lead delivery, reliability and improvement of IT services and infrastructure at ARM. The IT Infrastructure Superintendent role combines service desk leadership, IT operations, cloud and hybrid infrastructure, vendor governance, and customer satisfaction; including technology services from Cloud (Microsoft Azure, Oracle Cloud), on-prem data centres to collaboration tools (Phones, conference rooms, O365, etc) at corporate offices and mine operations.

Location:

Sandton, Johannesburg

Job Requirements:

- 5+ years in IT Infrastructure, Operations, and/or Service Delivery Management roles.
- Bachelor's degree in Computer Science, IT, or related field. A postgrad degree will be advantageous.
- TIL v3/v4 Certification (Foundation or higher).
- Agile project management certification will be a distinct advantage.
- Familiarity with cybersecurity frameworks (ISO 27001, NIST) and Zero Trust architecture.
- Proven experience and deep understanding of managing complex hybrid infrastructure (Cloud/on-prem), service desks.
- Cloud certification (AWS, Azure, GCP, Oracle, etc)
- Strong experience with ITSM platforms, endpoint compliance controls and infrastructure monitoring tools.
- Experience in managing vendors, contracts, SLAs/OLAs, and performance metrics.

Job Responsibilities:

- Manage the infrastructure and operations domain, including hybrid environments (cloud & on-prem).
- Ensure the infrastructure designs are aligned with enterprise architecture and cybersecurity frameworks (ISO 27001, NIST).
- Ensure that IT service delivery is aligned with ITSM best practices, ie end-to-end IT service delivery including Incident, Problem, Change, and Request Fulfilment processes are executed.
- Execute the modernization and automation & AI strategies including high availability, DR/BCP, and zero trust security.
- Monitor service delivery SLAs, KPIs, and performance dashboards for proactive service management.
- Conduct regular service reviews with business stakeholders and vendors to drive continuous improvement.

POPIA Disclaimer
By sending your details to the email address on this advertisement you agree to:

- The processing of your personal information and sharing it with third parties for verifications.
- The exercising of your rights provided for by POPIA.
- To acknowledge that ARM will keep the record of your personal information confidential.

Additional Information:
- To apply for this vacancy, please send your CV to the email address below before the closing date.
  - Email: recruitment@arm.co.za

No late applications will be considered or accepted.

- Correspondence will be limited to short-listed candidates only.
- If you do not hear from the Company within 21 days after the closing of the advert, please consider your application as unsuccessful.

Closing date: 10 April 2026

www.arm.co.za

TOP EMPLOYER South Africa 2026
FOR A BETTER WORLD OF WORK

We do it better

CAREER OPPORTUNITY

IT INSTRASTRUCTURE SUPERINTENDENT
(D-LOWER PATTERSON GRADING)

ARM — African Rainbow Minerals

African Rainbow Minerals (ARM) is a leading diversified mining and minerals company with operations in South Africa. ARM mines and beneficiates iron ore, manganese ore, chrome ore, platinum group metals (PGMs), and coal. It also has a strategic investment in gold through Harmony Gold Mining Company (Harmony).

Job Responsibilities:

- Lead the internal Service Desk support team and 3rd parties, ensuring responsiveness, resolution quality, and customer satisfaction to the ARM Staff at Corporate office in JHB.
- Coordinate the standby schedule for the VIP support team.
- Manage the performance outputs and developments of the IT staff in the service support department and provide leadership.
- Analyse ticket trends, drive knowledge management, and implement process improvements.
- Communicate and liaise with peers, Heads-of-Departments and senior management on support and helpdesk matters affecting stakeholders.
- Optimize end-user support via self-service, automation, and effective escalation paths.
- Manage infrastructure across cloud hyperscalers (IaaS, PaaS) and on-prem data centres (DNS, DHCP, AD, SSO, MFA) at ARM Corporate office.
- Lead efforts for monitoring, cost optimization, configuration management, and scaling at ARM Corporate office.
- Govern lifecycle of digital workspace including laptops (Windows & MacOS), mobile devices, Intune, and Autopilot based on standardized baseline configurations and endpoint protection controls.
- Administer unified communication tools such as Microsoft Teams, M365, meeting room technologies, and remote working tools.
- Maintain hardware/software lifecycle governance, CMDB accuracy, and audit readiness.
- Manage relationships with MSPs, OEMs, ISPs, and infrastructure vendors through contract and SLA enforcement.
- Collaborate with protection services for implementation and modifications of CCTV and access systems per standards.
- Collaborate with security and compliance teams on patching, DLP, encryption, data back-ups, as well as BCP & DR plans for ARM Corporate Office.

Personal Attributes:

- Strong personal communication skills.
- Provide leadership qualities.
- Dedication to meeting of deadlines.
- Easily adapt to change.
- Work without supervision.
- Deliver quality work and reports.

Equity Statement:
Preference will be given to suitably qualified applicants from designated groups in line with the employment equity plan and targets of the organisation.

POPIA Disclaimer
By sending your details to the email address on this advertisement you agree to:
- The processing of your personal information and sharing it with third parties for verifications.
- The exercising of your rights provided for by POPIA.
- To acknowledge that ARM will keep the record of your personal information confidential.

Additional Information:
- To apply for this vacancy, please send your CV to the email address below before the closing date.
  - Email: recruitment@arm.co.za

No late applications will be considered or accepted.
- Correspondence will be limited to short-listed candidates only.
- If you do not hear from the Company within 21 days after the closing of the advert, please consider your application as unsuccessful.

Closing date: 10 April 2026

www.arm.co.za

TOP EMPLOYER South Africa 2026 — FOR A BETTER WORLD OF WORK

We do it better