



OTTOBAUTHENTIC

IT Executive (QSR)

KZN

R125 000 - R167 000 CTC

ROLE/JOB DESCRIPTION:

- ⑩ To provide strategic leadership and governance of all information technology functions across the Group, ensuring scalable, secure and efficient IT systems that support Head Office, Distribution Centre, restaurant stores and multi-brand expansion.

RESPONSIBILITIES:

- ⑩ IT Strategy & Digital Transformation:
 - Develop and execute IT strategy aligned to group growth
 - Enable scalable solutions for new store rollouts and brand expansion
 - Drive digital innovation (ordering platforms, automation, analytics)
- ⑩ Retail & Store Technology Enablement:
 - Ensure reliability and performance of POS, payments and store systems
 - Standardize technology across all restaurant locations
 - Support franchise and multi-brand operational models
- ⑩ Supply Chain & Distribution Systems:
 - Oversee IT systems supporting warehouse and logistics operations
 - Ensure integration between suppliers, DC and stores
 - Improve inventory accuracy and supply chain efficiency
- ⑩ Cybersecurity, Risk & Compliance:
 - Implement cybersecurity frameworks and risk mitigation strategies
 - Ensure compliance with data protection and payment regulations (PCI-DSS)
 - Maintain disaster recovery and business continuity plans
- ⑩ IT Operations & Service Delivery:
 - Ensure high system availability and service delivery across all sites
 - Oversee IT support structures (helpdesk and field services)
 - Maintain service levels and operational continuity
- ⑩ Data, Analytics & Customer Experience:
 - Enable data-driven decision-making across the business
 - Oversee reporting, BI tools and customer engagement platforms
 - Support digital customer experience initiatives
- ⑩ Financial Management & Cost Control:
 - Develop and manage IT budgets
 - Optimize technology costs and vendor spend
 - Ensure return on investment for IT initiatives
- ⑩ Leadership & Stakeholder Management:
 - Lead and develop IT teams across all business units
 - Engage with executive leadership and operational stakeholders
 - Support integration of new brands and business units

SKILLS AND EXPERIENCE REQUIRED:

- ⑧ 10-15 years' IT experience
- ⑧ Minimum 5-7 years in senior/executive IT leadership
- ⑧ Proven experience in multi-site retail, QSR, or franchise environments
- ⑧ Demonstrated success in digital transformation and IT strategy execution
- ⑧ Problem-Solving and Analysis:
 - Real-Time System Reliability: Ensuring POS, kitchen display systems (KDS), and payment systems operate 24/7. This involves troubleshooting network failures, hardware issues, and software glitches instantly to avoid service disruptions
 - Data Analytics and Inventory Management: Using data from POS systems to solve inventory wastage and predict demand, as noted by LinkedIn and Epos Now. This requires analyzing sales data to optimize ingredient ordering and reduce waste
 - Integrating Technology Stack: Connecting disparate systems (ordering apps, kiosks, inventory) into a unified cloud-based platform for seamless operations
 - Cybersecurity and Data Protection: Protecting customer payment information and personal data, which is paramount in a high-transaction environment
 - Employee Technology Training: Solving adoption issues by implementing intuitive, user-friendly systems and providing training to ensure staff can use new technology to improve performance
 - Preventive Maintenance: Proactively fixing potential IT failures before they cause operational chaos, particularly for self-service kiosks and mobile ordering apps
- ⑧ Judgement and Decision Making:
 - Technology Integration: Selecting and implementing AI-driven POS, automated kitchen equipment, and mobile ordering apps to enhance service, speed, and data accuracy
 - Data-Driven Operations: Utilizing real-time data to analyze sales, inventory, and labor, enabling optimized staff scheduling and reduced waste
 - System Reliability & Security: Ensuring POS and payment systems are secure and robust, protecting against downtime or data breaches
 - Customer Experience (CX) Focus: Developing user-friendly digital interfaces to maximize customer convenience and hedonic value (enjoyment)
 - Financial & Resource Allocation: Making decisions on inventory purchasing, menu pricing, and digital marketing based on ROI analysis
- ⑧ Innovation:
 - AI and Automation: Deploy AI-powered, voice-enabled drive-thrus and robotic kitchen equipment to reduce labour costs, increase accuracy, and speed up service times.
 - Digital Ordering Ecosystems: Integrate mobile apps, kiosks, and third-party delivery platforms into a single, seamless channel that links directly to the KDS, reducing human error and boosting order accuracy
 - Data-Driven Operations: Utilize advanced analytics to predict customer demand, optimize inventory management, and adjust staffing in real-time, reducing waste and improving profitability
 - Customer Personalization: Implement personalized loyalty programs and digital menu boards that update in real-time to increase upsells, social media interaction, and return visits
 - Robust IT Infrastructure: Ensure high-speed connectivity and security to support contactless payments, cloud computing, and cybersecurity measures to protect customer data

QUALIFICATION REQUIRED:

- ⑧ Bachelor's Degree in Information Technology / Computer Science
- ⑧ MBA or Postgraduate qualification (preferred)
- ⑧ ITIL / COBIT
- ⑧ Cloud certifications (AWS / Azure)
- ⑧ Cybersecurity certifications (CISSP, CISM)
- ⑧ Project Management (PMP / PRINCE2)

SKILLS/COMPETENCIES:

- ⑧ Leadership Competencies
 - Strategic thinking and vision
 - Decision-making and accountability
 - Change and transformation of leadership
- ⑧ Functional Competencies
 - IT governance and enterprise architecture
 - Retail systems and supply chain technology
 - Cybersecurity and risk management
 - Financial and vendor management
- ⑧ Behavioural Competencies
 - Strong communication and influencing skills
 - High emotional intelligence
 - Problem-solving adaptability
 - Stakeholder relationship management

Kindly note: If you have not heard from us within 14 working days, your application was unsuccessful

How to Apply: Please submit your resume to: elsa@ottobauthentic.co.za or joe@ottobauthentic.co.za and use the job title and location as the subject