

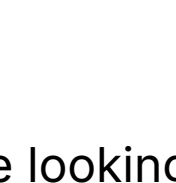


If you are looking for a new way to challenge yourself

we may have the right opportunity for you!

Balkan Services is an IT consulting company helping organizations to nail the right software solution for their growing business and implement it in the fastest, most efficient, and smooth way.

In relation to new projects and increased work volume, our team is growing.



We are looking for:

IT Infrastructure & Security Team Lead

We are looking for an experienced IT professional to lead a small yet highly visible infrastructure and security team that works across both internal systems and client environments.

This is a hands-on leadership role for someone comfortable combining technical expertise, operational ownership, team leadership, client communication, and a structured, analytical approach.

The role is not purely managerial.

We are looking for someone who stays close to the technology, understands the day-to-day reality of infrastructure and support work, and can step into technical situations when needed.

The team works across infrastructure operations, Microsoft environments, end-point and network security, client and server support, and is gradually expanding security and IT compliance capabilities.

The Role

You will lead a team responsible for maintaining predictive (превантивни действия), stable, secure, and reliable IT environments for both internal operations and external clients.

The scope includes infrastructure, operational support, security practices, escalations, client communication, documentation, and continuous improvement in how the team works.

This role requires judgement, accountability, operational maturity, and the ability to combine technical understanding with structured thinking and clear communication.

We are not looking for a “paper manager”.

We are looking for someone with a strong technical background and enough experience to earn the team's respect through competence, consistency, and ownership.

At the same time, this role requires more than technical execution alone.

The right person analyses client environments and business needs, structures information clearly, and prepares professional documentation, proposals/solutions, assessments, or recommendations related to infrastructure, security, and operational improvements.

Key Responsibilities:

- Team leadership and operational ownership;
- Lead and support a small team of IT infrastructure and support specialists;
- Organise workload, priorities, escalations, and day-to-day operations;
- Support team development through mentoring and technical guidance;
- Help build structure, accountability, and sustainable ways of working;
- Participate in hiring, onboarding, and performance management;
- Maintain calm and clarity during operational pressure or incidents;
- Contribute to revenue planning, service profitability, invoicing oversight, and overall business performance of the team's services;

Infrastructure and technical operations

- Monitor daily infrastructure and operational activities across internal and client environments;
- Participate in technical escalations, troubleshooting, and incident handling when required;
- Ensure reliability, stability, backup, monitoring, and operational continuity;
- Support infrastructure improvements, migrations, and operational changes;
- Work closely with the team on practical technical decisions and implementation approaches;

Security, governance, and compliance

- Help evolve the organisation's security capabilities and operational maturity;
- Support implementation of practical security processes and controls
- Participate in discussions related to IT risk, cybersecurity, and compliance;
- Contribute to building stronger security awareness and operational discipline within the team;
- Participate in ISO 27001-related activities, audits, and compliance processes;
- Support maintaining the organisation's compliance with ISO 27001 requirements or other regulations;
- Coordinate and follow up on security-related policies, controls, documentation, and improvement actions;
- Support future development around governance and security-related practices;

Client communication, analysis, and advisory

- Participate in operational and advisory conversations with clients;
- Analyse client environments, operational risks, and business needs;
- Prepare clear and professional documentation, assessments, proposals, and recommendations;
- Support the design and presentation of infrastructure and security-related services;
- Explain technical, infrastructure, and security topics in practical business terms;
- Build trust through reliability, clarity, and professional judgement;
- Act as a bridge between technical execution and business expectations.

What We Are Looking For:

Core requirements

- Strong background in IT infrastructure, systems administration, or IT operations;
- Minimum 15+ years of professional experience;
- Previous experience leading people, teams, or operational responsibilities;
- Strong hands-on technical understanding;
- Ability to step into technical escalations and complex operational situations;
- Experience working in client-facing IT environments;
- Ability to analyse operational and business requirements and translate them into structured technical documentation;
- Strong sense of ownership and accountability;
- Ability to organise work and bring structure without unnecessary bureaucracy;
- Good communication skills and professional maturity;
- Good written and spoken English;

Strong advantages

Experience with:

- Microsoft-based infrastructure environments;
- Cloud and hybrid environments;
- Security operations and cybersecurity practices;
- IT governance, risk management, or operational security;
- ISO 27001, NIS2, DORA, ITIL, or similar frameworks;
- Managed services or consulting environments;
- Infrastructure transitions, migrations, or operational improvements;

What This Role Requires

This role is best suited for someone who:

- prefers solving real operational problems over managing from a distance;
- understands both people and technology;
- can balance technical depth with practical decision-making;
- is comfortable preparing structured documentation and client-facing recommendations;
- stays composed under pressure;
- leads through competence and consistency, not hierarchy alone.

What We Offer:

- A small, experienced, and technically capable team;
- Real ownership and direct impact on how infrastructure and security services are delivered;
- Diverse technical and operational work across multiple environments;
- Opportunity to help shape and improve the future direction of the team;
- Long-term role in a stable company environment;
- A practical, down-to-earth culture focused on getting meaningful work done.

ARE YOU INTERESTED?

Then we look forward to receiving your application online at jobs@balkanservices.com