

Nimeshin Govender

Head of IT Support | IT Infrastructure, Operations & Service Delivery Leader

Durban, KwaZulu-Natal, South Africa

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Professional Summary

IT leader with 19+ years of experience across enterprise infrastructure, end-user computing, service delivery, security, disaster recovery, and technical team leadership. Strong track record of stabilizing business-critical environments, improving service quality, leading infrastructure projects, and aligning IT operations with business priorities across distributed sites. Combines hands-on technical depth with leadership across budgeting, vendors, governance, and operational improvement. More recently focused on automation and practical AI enablement to improve productivity and business outcomes.

Core Competencies

- IT operations leadership
- Infrastructure and systems administration
- Service delivery and incident management
- Network stability and security improvement
- Disaster recovery and business continuity
- Vendor, contractor, and budget management
- IT governance, policy, and risk management
- Endpoint management and monitoring
- Data centre, virtualization, and backup platforms
- Project delivery, rollout planning, and change management
- Automation, workflow improvement, and AI enablement

Professional Experience

Head of IT Support | ARB Electrical Wholesalers | Durban, South Africa | Sep 2023 - Present

- Lead the IT support function and manage the broader IT team, setting processes and standards to improve incident response, service quality, and operational accountability.
- Recruit, develop, and support technical staff to build a stronger internal IT capability aligned to business needs.
- Manage third-party contractors and service providers, ensuring delivery quality, escalation handling, and service continuity across the business.
- Partner with executive leadership to prioritize projects, align technology initiatives to business goals, and manage budgets, operational costs, and investment decisions.
- Oversee disaster recovery readiness, backup procedures, asset management, documentation standards, and compliance with business rules and applicable regulations.
- Review infrastructure, network performance, and security posture on an ongoing basis to reduce risk, improve uptime, and support future growth.

Selected Achievements

- Led major network changes across the business to improve stability and branch connectivity.
- Managed the successful company-wide SD-WAN cutover and Fortinet SD-WAN implementation.

- Established the disaster recovery data centre and strengthened backup and recovery readiness.
- Deployed Endpoint Central to improve endpoint visibility, control, and support efficiency.
- Implemented Zabbix monitoring, formal asset management, and structured documentation practices.
- Delivered IT infrastructure for three new branches and a new training academy.
- Managed the VoIP telephony cutover and supported ERP database change UAT activities.
- Introduced AI tooling to users and helped drive practical adoption inside the business.

Senior Systems Engineer | Nexor SA | Durban, South Africa | 2022 - 2023

- Analysed, designed, implemented, and supported infrastructure solutions aligned to customer and business requirements.
- Applied security, governance, and technical quality controls across on-premise and cloud environments.
- Supported data centre and cloud technologies across national and global operations.
- Planned and executed projects, investigated production issues, and provided in-depth technical analysis for resolution.
- Managed servers, virtualization platforms, upgrades, patching, and operational security controls.
- Collaborated across teams to improve infrastructure standards, documentation, business continuity, and service reliability.
- Mentored junior technical staff and provided escalation support on complex infrastructure issues.

Senior Systems Administrator | Metrofile Pty Ltd | Durban, South Africa | 2017 - 2022

- Administered national infrastructure including Windows servers, Active Directory, Microsoft Exchange, Microsoft 365, security controls, and Group Policy.
- Led system security, patch management, disaster recovery planning, backup monitoring, and vulnerability remediation activities.
- Managed technical projects, vendor engagement, quotations, and implementation within agreed time frames.
- Provided subject matter expertise on escalated technical issues across group companies and supported teams with complex troubleshooting.
- Monitored production server backups nationally and helped maintain operational security and governance standards.
- Trained end users, improved awareness around systems and security, and contributed to future upgrade planning and roadmaps.

System Administrator | Metrofile KZN | Durban, South Africa | 2006 - 2016

- Managed and maintained regional server infrastructure, Active Directory, Exchange, backups, WSUS, and SharePoint.
- Supervised IT support resources, maintained the regional IT budget, and coordinated with suppliers for hardware and software procurement.
- Planned and implemented hardware and software upgrades while supporting daily operational continuity.
- Maintained the IT helpdesk environment and trained users on hardware and software usage.
- Developed and maintained disaster recovery plans to reduce operational risk.

Earlier Experience

- IT Support Technician (Temporary) | Kelly | 2005 - 2006
- IT Technician | Compucafe | 2005
- General Assistant / Supervisor | Sainsbury's Supermarkets Ltd, UK | 2002 - 2004

Education

Bachelor of Commerce in Information and Technology Management | Mancosa | 2023 - 2025

Project Management (NQF Level 4) | KLM Empowered | 2017 - 2018

Business Management Diploma | Varsity College, Durban | 2009

MCSE 2003 | IT Intellect, Durban | 2006 - 2007

Senior Certificate | Arena Park Secondary, Durban | 1996 - 2000

Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Server+
- CompTIA Security+
- CCNA Routing and Switching
- CCNP
- VMware vSphere 6.5 Install, Configure and Manage
- Linux Professional Institute
- ITIL Foundation
- MCSA: Windows Server 2012
- MCSA: Windows Server 2016
- MCSE: Server Infrastructure
- MS-900: Microsoft 365 Certified Fundamentals
- AZ-900: Microsoft Certified Azure Fundamentals

Technical Skills

Infrastructure & Cloud: Windows Server, Linux, Active Directory, Entra ID, Exchange, Microsoft 365, Azure, Hyper-V, Proxmox VE, SharePoint, IIS, SCCM, WSUS, Veeam, Synology, TrueNAS

Networking & Security: DNS, DHCP, Fortinet/FortiGate, SD-WAN, endpoint security, backup management, disaster recovery, vulnerability remediation, access control

Monitoring & Management Tools: ManageEngine Endpoint Central, AD Audit, AD Manager, ServiceDesk Plus, Zabbix, NinjaRMM, Mimecast, Darktrace, Power BI, Syspro, Jira

Automation & Platforms: PowerShell, Power Automate Desktop, n8n, AI RAG, Google Workspace, Linux, WorkFusion IA Cloud, Nutanix Frame, Cursor AI, Antigravity.

Web & Data: Joomla, MySQL, PHP, CPANEL, React, Firebase, Python, Web Design and Web App Development

Leadership Strengths

- Team leadership and mentoring
- Stakeholder communication
- Customer service and support escalation
- Structured problem solving
- Attention to detail and accountability
- Time management and prioritization