

Job Specification & Recruiting Profile of Vacancy

23 May 2025

The following vacancy exists at NSFAS in Cape Town.

Position	Senior Manager Infrastructure and Networks	Type & Grade	Permanent, D3
Vacancy No	15 of 2025/26	Department & Unit	ICT, Infrastructure and Networks

POSITION OVERVIEW:

The main purpose of the job is to provide efficient delivery and support to the ICT server and network infrastructure as required by the NSFAS business and to ensure that server and network platforms meet the operational and strategic goals of the organization and the ICT department. Perform second, and third-line governance and risk functions related to Cybersecurity matters. This includes providing IT assurance and support to IT risk support to the risk management team.

RESPONSIBILITIES:

Lead ICT infrastructure projects.

- Project manage all ICT infrastructure projects and direct projects to reengineer business processes.

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- Monitor project SLA for service providers, manages their contracts and reviews their performance.
 - Lead, plan, organize and manage the ICT Infrastructure team to ensure stability, scalability, capacity and availability within the area.

Effectively manage the budget and resources.

- Negotiate for resources by considering business and development priorities from vantage point of NSFAS.
- Consider business needs, managers input, trade-offs and leverage to allocate resources to priority areas of Section.
- Monitor spend according to plan and make necessary adjustments.
- Identify wasteful expenditure and challenges inappropriate work practices and attitudes to resolve this.
- Make case for change for business process improvement through proposals and business cases.

Ensure compliance, monitoring, evaluation and sound reporting

- Ensure adherence to approved ICT governance principles and policies.
 - Handle reports on performance and compliance.
 - Use of standard reporting templates and tools and make recommendations for improvements over time.
 - Monitor compliance of section and direct reports with compliance needs of the APP service unit plans.
 - Submit performance and compliance reports timeously and to required standards.
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- Constructive use of standardized reporting tools and templates.
- Awareness of APP requirements.
- Sound compliance reporting.

Analyse Cybersecurity related threats, ensure cybersecurity readiness

- Conduct threat assessments and perform vulnerability scanning of ICT systems.

Leading high-performance teams

- Set, control and report on key performance areas and performance contracts.
- Coach, mentor and train the team and develop reports for performance improvement, career progression and recognition purposes.
- Maintain compliance, consistency, and take corrective action when needed.
- Participate in HR and organisational recruitment processes
- Train business as necessary on data operational activities.
- Provide positive and professional guidance, advice, and support to staff within NSFAS and across the organization.
- High performance team.
- Personal development plans implemented

Reporting & Accountability

- On unit strategic KPIs progress
 - On the unit operational plan progress
 - On strategic stakeholders' issues and interventions management
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- On internal and external audit and risk
 - On any other work in the mandate of the ongoing student support unit
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DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 7 in Information Technology, Computer Science or related.
 - 10 years' ICT experience of which at least 5 years should be in team management
 - Microsoft, Networking, and security certifications
 - ITSM and/or governance certifications
 - Information Technology Service Management (ITSM) tools and processes experience
 - Experience working in the financial services sector
 - Knowledge of Higher Education sector, the NSFAS Act, NCA and PFMA
 - Experience in a complex organization preferably within the Public Sector
 - Knowledge of business strategy and ICT operations
 - ICT Infrastructure monitoring tools
 - Knowledge of Hardware (Intel based servers, storage arrays)
 - Knowledge of Backup technologies
 - Knowledge of Network and server Security
 - Duplication Cloud technologies skills, e.g., Windows Azure or AWS
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- Basic Networking skills (routers, switches, communication protocols, Internet, firewalls)

Preferred

- Post graduate qualification in ICT related field
- Knowledge of Networking
- knowledge or experience of Business system and ERP System
- Knowledge of Microsoft O365
- Knowledge of ISO27001, NIST

Skills & Competencies

- Management skills
 - Technical ICT Infrastructure skills
 - Coaching and performance management skills
 - Negotiation skills
 - Interpersonal skills
 - Analytical skills
 - Strategic and visionary leadership skills
 - Building relationships
 - Decision making skills
 - Problem-solving skills
 - Stakeholder Management Skills
 - Emotional intelligence
 - Flexible thinking
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- Resilience
 - Attention to detail
 - Leadership skills
 - Report writing skills
 - Planning skills
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PLEASE NOTE

Closing date: 08 June 2025

Interested applicants must complete and submit an Employment Application Form available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. The response must be addressed to the following email address: **Jobs@nsfas.org.za**

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful. Appointments will be made in line with the NSFAS Employment Equity goals and targets
