



National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

19 April 2024

The following vacancy exists at NSFAS in Cape Town.

Position	Senior Manager: Technology Services and Cyber Security	Type & Grade	D3, Permanent
Vacancy No	09 of 2024/25	Department & Unit	ICT, Infrastructure and Networks

POSITION OVERVIEW:

The 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. The incumbent will also be required to perform strategic and tactical cybersecurity functions.

RESPONSIBILITIES:

Policy, Systems & Procedure Development

- To participate in the development and management of the NSFAS ICT policy(ies), guidelines, and procedures across multiple ICT operations department disciplines in line with the student-centric

model

- To manage the processes of the regionalisation of operations, queries management, stoppages, and termination to maximise the ICT Operations experience.
- To manage the maximisation of ICT Operations expectations with the NSFAS ongoing support programmes
- To manage the stakeholder challenges that emanate from the ongoing ICT Operations support.
- To manage and develop instruments to track the implementation of the ongoing ICT Operations support programmes.
- To translate vague (tacit) information into useful knowledge.

Core Strategic Objectives Development

- To oversee the technical operations and development of NSFAS software and web application projects
 - To provide technical direction for the development, design, and systems integration from the definition phase through to implementation
 - To ensure that all IT systems are robust, available, effective, and secure.
 - To apply significant knowledge of technology industry trends and developments to improve services, software, websites, and systems.
 - To lead the strategic development and implementation of NSFAS's technical architecture and ICT infrastructure and think strategically about how to improve, optimize, and expand it to meet the goals and objectives of the NSFAS ICT Strategy
 - To lead the Support for LANs, WANs, network segments, Internet, and intranet systems
 - To ensure ICT systems are secure and resilient, carrying out proactive maintenance (i.e. patching)
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and ensuring processes and configurations are clearly documented.

- To evaluate, modify and report periodic systems performance to support capacity planning.
- To investigate and troubleshoot IT issues.
- To improve ICT resilience by executing strategies that improve reliability, tolerability, and disaster recovery readiness.
- To maintain Hardware Asset, register detailing ICT equipment used by NSFAS, and identify, analyse and manage associated information risks.
- To monitor project SLA for service providers, manage their contracts and review their performance.
- To ensure that business continuity measures are implemented and kept up to date, including disaster recovery plans for critical systems and telephony.
- To lead the technical aspects of ICT projects, providing technical expertise and support for non-ICT projects and changes where appropriate

People Management & Ethical Leadership

- To manage and/or delegate participation in the recruitment and selection of unit vacancies in line with EE targets
- To delegate ongoing ICT support programmes to relevant subunits for implementation
- To lead and manage the unit team to achieve the set and agreed programmes.
- To direct, inspire, coach and mentor subordinates to deliver quality ICT programmes in line with NSFAS Values
- To lead and manage the individual performance contracting and review process for subunits.
- To lead and manage all disciplinary matters of subunits related to performance and conduct issues.

Stakeholder Management & Relationships

- To oversee the utilisation and implementation of the ongoing ICT Operations, support policies, processes, efficiency channels and databases to resolve stakeholder queries and complaints.
- To collaborate with internal stakeholders to enable the ongoing ICT Operations support programmes
- To manage contracts with vendors (e.g. development platforms, telecommunication companies, password managers) and software licenses
- To manage and delegate the sharing of accurate and reliable data and information to ongoing ICT Operations support units and institutions of higher learning.
- To manage the Publication and updating of the details of NSFAS ongoing ICT Operations support
- To engage with clients and external stakeholders to understand the impact of NSFAS processes and recommend improvements.
- To develop long-term stakeholder relationships with partners, the education sector, Government departments and the Banking industry
- To liaise and actively collaborate with other internal NSFAS departments and other service unit with the use of Operational Level Agreements

Project Management & Leadership

- To manage and supervise the projects to address identified needs as per the ongoing ICT support strategy.
- To analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit.
- To develop project SLAs for Service Providers, manage their contracts and review on a regular basis their performance.

Budget Optimisation

- To forecast for ICT activities and projects
- To spend in line with ICT activities and projects
- To manage payment of ongoing ICT Operations support service providers
- To review and recommend the ongoing ICT Operations support payments.

Compliance Monitoring & Evaluation

- To lead and manage the plans and processes of verification, compliance, registration, and deregistration data to support the mandate of the ongoing ICT Operations support with legislation.
- To lead and manage the plans and processes that support the implementation of identified key controls and established risk mitigation procedures.
- To analyse and improve the audit, risk, and compliance outlook.
- To lead and manage the implementational audit plan.
- To control by ensuring conformance to the plans and checking performance progress against the set goals and objectives and acting to correct deviations from standards.
- To develop and submit performance and compliance reports timeously and to the correct standard.
- To maintain compliance, consistence and take corrective action where necessary.

Information & Knowledge Management

- To collaborate with stakeholders to build systems that enable the management of data obtained from different sources.
 - To collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information.
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- To gather feedback to understand people performance gaps and recommend training to bridge the gap.

Reporting & Accountability

- To report on all ICT strategic KPIs progress, operational plan progress, strategic stakeholders' issues and interventions management, internal and external audit and risk, any other work in the mandate of the ongoing ICT Operations support unit.

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF level 7 ICT equivalent qualification
 - Microsoft, Networking, and security certifications
 - ITSM and/or governance certifications
 - ICT Governance certificates (i.e. ISACA CGEIT)
 - 10 years' ICT experience of which at least 5 years' relevant experience in team leadership or management
 - 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
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- ICT Infrastructure monitoring tools
 - Working knowledge of Hardware (servers, networks hardware)
 - Working knowledge of Backup technologies
 - Cloud technologies skills, e.g., Windows Azure or AWS
 - Basic Networking skills (routers, switches, communication protocols, Internet, firewalls)

Preferred:

- Postgraduate qualification in ICT related field
- Knowledge of Network and Server Security
- knowledge or experience of Business system and ERP System
- Knowledge of Linux system

Skill and Competencies:

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

REMUNERATION & BENEFITS

Remuneration Package: R1 176 540 - R1 385 926 per annum.

Total Cost to Company per annum inclusive of all benefits and company contributions.

PLEASE NOTE

Closing date: 03 May 2024

Interested applicants must submit an **Employment Application Form** detailed Curriculum Vitae, copies of academic qualifications, and names of three contactable referees to Ms. Thokozile Mnikina via email jobs@nsfas.org.za. NSFAS does not consider late applications. Staff on Leave must ensure that they check the NSFAS portals for advertised vacancies and familiarize themselves with the respective closing dates. NSFAS only corresponds with Shortlisted Candidates. If you do not hear from NSFAS within 2 months of the closing date, please consider your application unsuccessful.

Please note the following contact details are for enquiries about **JOB CONTENT ONLY** and **NOT** for application purposes.

Enquiries: Email: ThokozileM@nsfas.org.za

** NSFAS committed to employment equity. Preference will be given to candidates who improve employment equity considerations **

"NSFAS is committed to providing equal opportunities and practicing affirmative action employment.



National Student Financial Aid Scheme

It is our intention to promote representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference. “ “
