

Job Specification & Recruiting Profile of Vacancy

10 March 2023

The following vacancy exists at NSFAS in Cape Town.

Position	Manager ICT Operations	Type & Grade	Paterson D4 (Permanent)
Vacancy No	26 of 2022/23	Department & Unit	ICT (ICT Operations)

POSITION OVERVIEW:

The main purpose of the job is to lead and manage the ICT Operations team to deliver and support required ICT Services to the business and where required, to its stakeholders.

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 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 oversee the utilisation and implementation of the ongoing ICT Operations, support policies, processes, efficiency channels and databases to resolve stakeholder queries and complaints
- To monitor project SLA for service providers, manages their contracts and reviews their performance.
- To ensure that the ICT Service Desk operates efficiently and effectively, providing technical support when necessary

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 manage and delegate the sharing of accurate and reliable data and information to ongoing ICT Operations support units and institutions of higher learning
 - 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 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 the Publication and updating of the details of NSFAS ongoing ICT Operations support
- 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, Product 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
- To gather feedback to understand people performance gaps and recommend training to bridge the gap

Reporting & Accountability

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

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 7 in Information Technology, Computer Science, or equivalent qualification
- Management qualification or certification
- Computer Literacy: Intermediate MS Package Suite
- Project Management Certificate
- 10 years' experience in ICT Operations Management environment (Service Desk, Field Services, ICT Control, and ICT Change Management) with at least 5 years management level in the same environment
- Familiarity with the public sector legal requirements and compliance environment
- Knowledge of Higher Education Sector, the NSFAS Act, NCA and the PFMA
- Experience in managing technical skills development

Preferred:

- NQF Level 8 in Information Technology, Computer Science, or equivalent qualification
- 10 years' experience in a demanding ICT development environment with at least 5 years' management level
- Advanced knowledge of the higher education sector

Skill and Competencies:

- Effective planning and execution skills
 - Transition management skills
 - Self-management skills
 - Team development skills
 - Decision-making skills
 - ITSM processes skills
 - Technical infrastructure skills
 - Goal-oriented
 - Problem solving skills
 - Negotiation skills
 - Interpersonal relationship skills
 - Analytical skills
 - Strategic and visionary leadership skills
 - Emotional intelligence
-

REMUNERATION & BENEFITS

Remuneration Package: R 1 108 898 to R 1 306 245 per annum

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

PLEASE NOTE

Closing date: 24 March 2023

Interested applicants must complete an **Employment Application Form** available on the NSFAS website together with a detailed Curriculum Vitae, copies of academic qualifications, and names of three contactable referees to Ms. Fayroes Sherry 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: fayroess@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. 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.”
