



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: ICT Operations	Type & Grade	Permanent, D3
Vacancy No	10 of 2024/25	Department & Unit	ICT

POSITION OVERVIEW:

The 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 the 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
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 - 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 units
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with the use of Operational Level Agreements

The 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, consistency and take corrective action where necessary.
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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

- To report and account for ICT strategic KPIs progress, the ICT operational plan progress, 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 ICT equivalent qualification.
 - Management qualification or certification.
 - Computer Literacy: Intermediate MS Package Suite
 - Project Management Certificate
 - 10 years' experience in an ICT Operations Management environment (Service Desk, Field Services, ICT Control, and ICT Change Management) with at least 5 years must be on management level in the same environment.
 - Familiarity with the public sector legal requirements and compliance environment.
 - Knowledge of the Higher Education Sector, the NSFAS Act, NCA and the PFMA
 - Experience in managing technical skills development.
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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: R1 176 540 to 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 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 attention of Thokozile Mnikina via the following email address: jobs@nsfas.org.za.

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

For Enquiries please contact: Email: ThokozileMnsfas.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.

** 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.”
