



INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: INFORMATION AND COMMUNICATIONS TECHNOLOGY 14 July 2022		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ICT: 21/2022	INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGER  ALL INCLUSIVE REMUNERATION: TCTC: (PER ANNUM) R622 772.00 – R996 436.00	1

MICT SETA seeks to employ a suitably qualified and competent **Information and Communications Technology (ICT) Manager**, The ICT Manager is responsible for managing service delivery management within the ICT department. Responsibilities include the coordination of ICT resources and activities of both external suppliers and internal clients to ensure that the ICT delivers the best possible value of ICT to the organisation.

The successful incumbent will be based at our Midrand office and report to the **Chief Information Officer**.

This is a permanent position aligned to the Government Gazette No. 375 dated March 2019.

#### MINIMUM REQUIREMENTS:

- Bachelor's degree in ICT qualification (NQF level 7).
- ITIL Foundation certificate will be an added advantage
- Minimum 2-3 years' experience in ICT middle management preferable in the public sector
- Minimum 5 years ICT operational experience
- A technical qualification such as MSCE or CCNE will serve as an added advantage
- Must have demonstrable experience of Microsoft / Office 365 systems
- Must have minimum of 3 years networking experience and skills
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#### TECHNICAL COMPETENCIES

- ICT Project Management
- ICT operations proficiency
- Solutions and infrastructure design
- Software development and testing
- Risk Management
- People Management
- Change Management
- Effective written and verbal communication skills

#### BEHAVIORAL COMPETENCIES

- Decision making and problem-solving
- Communication skills
- Conflict management

- Negotiation skills
- Working under pressure
- Analytical ability
- Quality and service focus
- Integrity
- Accountable
- Professionalism
- Flexibility and adaptability

## ROLES AND RESPONSIBILITIES

### IT Operations Management

- Identify ICT architecture and technologies that meet MICT SETA requirements
- Ensure the provision of effective and efficient ICT services and solutions to various departments within MICTSETA to enable them to achieve their strategic objectives.
- Responsible for infrastructure, network components and computers.
- Ensure all ICT policies are implemented and in compliance with legislative prescripts and international best practices.
- Ensure that ICT performance reports are formulated and circulated as per management requirements and MICT policies and procedures.
- Ensure that the ICT related assets are economically acquired, adequately implemented, maintained and protected in all respects.
- Ensure the installation of only approved software on all MICT SETA infrastructure and monitor usage of the software
- Continuously improve current ICT practices and processes
- Assist in the development and lead the implementation of the annual Operational Plan concerning all ICT Functions
- Ensure compliance with all relevant ICT legislation and regulatory frameworks.
- Embrace and implement cloud technologies and systems.
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### Project Management

- Ensure that all projects in the ICT are properly managed and implemented.
- Manage all projects using appropriate project methodology / Frameworks.
- Ensure that all projects are allocated required resources.
- Ensure that all projects are delivered and implemented within the time, scope and budget.
- Ensure the existence of contracts with service providers/ suppliers and contractors before commencing work on any project.
- Monitor and manage service delivery by external service providers/ suppliers and quality assurance according to deliverables as indicated in contractual agreements.

### Stakeholder Management

- Coordinate stakeholder engagement with key stakeholders to ensure ease of doing business and access to areas within stakeholder communities.
- Coordinate and facilitate communication channels with internal and external key stakeholders to ensure proper messaging of ICT standards.
- Implement and monitor Service Level Agreements with the relevant stakeholders.
- Ensure that agreed service levels are consistently met on monthly basis.
- Liaise and communicate with the stakeholder.
- Gather and disseminate accurate and timely information to all relevant stakeholders.

## Vendor Management

- Ongoing management of strategic partners and vendors to ensure that they perform according to the SLA's.
- Implementation of vendor scorecards to measure compliance with company expectations.
- Ensure that company SLAs are measurable and aligned with strategic partners and vendor service agreements.
- Conduct half-yearly reviews of strategic partners and vendor contracts to ensure SLA's are measurable and enable consistent delivery.

## Define and Manage ICT service continuity / Disaster recovery

- Ensure that effective ICT Service Continuity / Disaster Recovery Plans are developed and implemented.
- Establish the necessary procedures and resources that enable key ICT systems and services to be recovered in an efficient and timely manner.
- Establish methods and procedures that enable managers to assess risk and business impact to determine the adequacy of the ICT Service Continuity / Disaster Recovery Plans.
- Ensure cost-effective mechanisms exist for the recovery of services and facilities.
- Ensure the protection of all relevant MICT SETA ICT assets and services.
- Manage backup systems and processes.

## IT Governance, Risk and Compliance

- Ensure compliance with relevant legislation and regulations.
- Assist in the development of a framework for governance, risk and compliance.
- Conduct ICT Risk assessment, develop mitigation plans and implement risk action plans.
- Assisting in the development, then implement organisation ICT security policies, procedures and processes.
- Develop a process for data classification for security, risk, and business impact.
- Ensure the implementation of formal ICT security based documentation, auditing, and testing processes.

## Financial Management

- Execute prudent and proper management of ICT budget in line with MICTSETA policies and Public Finance Management Act, 1999.
- Exercise proper implementation of financial management protocols within the business unit in line with MICTSETA policies.
- Manage compliance to an annual budget.
- Regularly monitor the budget and take corrective action as appropriate.

## Staff Management

- Execute prudent and proper human resource management within the business unit.
- Ensure that staff is inducted within the unit and trained to understand job expectations.
- Champion the skills development and transfer within the business unit.
- Implementation of the MICT performance management policy within the business unit.
- Mentors and coaches staff within the business unit where required.
- Develop relevant work schedules/ targets monthly to ensure that all work within the unit is covered.
- Manage and control time and work attendance of staff.

## Monitoring and Evaluation

- Review project contracts.
- Monitor project schedules regularly.
- Monitor and manage the delivery of project deadlines.
- Monitor the effectiveness of organisational IT systems.

## Reporting

- Produce progress and information reports according to requirements and timelines.
- Produce reports on ICT developments and implementation.
- Produce operational reports.
- Prepare Management reports and contribute to Board reports.

## Application:

CVs and qualifications of suitably qualified persons must be forwarded to the Human Resources Division for the attention of: Ms. Boipelo Ramafoko ([Recruitment@mict.org.za](mailto:Recruitment@mict.org.za)) by no later than **25 July 2022**. Enquiries may be directed to 011-207-2600. Should candidates not hear from us (thirty) 30 days after the closing date of applications, they should consider their application unsuccessful. Please note this is an open position.



White, Indian, Coloured and people with disabilities are encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.