

INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: INFORMATION AND COMMUNICATION TECHNOLOGY 03 May 2024		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ICT: 15/2024	MANAGER: INFORMATION AND COMMUNICATION TECHNOLOGY ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R 862 209.00 – R1 215 326.00	1

MICT SETA is a fast-paced innovations driven organisation with an aim to recruits Game Changers in the ICT industry who are driven to be part of the innovation team. MICTSETA seeks to employ a suitably qualified, experience and skilled **Manager: Information and Communication Technology** who will be responsible for ICT service delivery management.

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 to the organisation.

The successful incumbent will be based at Head Office, in Midrand and will report to the **Chief Information Officer (CIO)**.

MINIMUM REQUIREMENTS:

- Relevant Bachelor's Degree in Information and Communication Technology or related
- Technical qualifications such as CCNA, CCNE, or AZ-104: Microsoft Administrator Associate to serve as an added advantage.
- ITIL v3 Foundation of latest to serve as an added advantage.
- Minimum 3 years supervisory / managerial experience
- Minimum 5 years ICT operational experience.
- Experience in Microsoft 365, Office 365.
- Experience in Software-Defined Wide Area Networks (SD-WAN).
- Willingness to work outside of official hours.
- A valid driver's license and willingness to travel is essential.

ROLES AND RESPONSIBILITIES

ICT Strategic and Operations Management

- Provide input into the development of the ICT frameworks and strategy.
- Assist in the implementation and development of ICT Annual Operational Plan operational plans for the division to ensure execution of strategic objectives and goals.
- Drive the implementation of the operational plans by developing and allocating operational activities to various business units and ensuring alignment to the achievement of strategic and operational targets.

- Use insights gained through business information to compile reports, and metrics to measure success and inform the business decision making process and realign objectives.
- Keep abreast of changes in legislation, regulations and respond to changes through adjustments of the divisional strategy and operational plans as required.
- Monitor and continuously evaluate progress of the division's achievements against the operational plans and strategic objectives.
- Ensure that ICT performance reports are formulated and circulated as per management requirements and MICT SETA policies and procedures.
- Continuously improve current ICT practices and processes.

Functional Management

- Responsible for establishment, implementation, and support of ICT architecture and network systems standards.
- Identify ICT architecture and technologies that meet MICT SETA requirements.
- Ensure the installation of only approved software on all MICT SETA infrastructure and monitor usage of systems.
- Embrace and implement cloud technologies and systems.
- 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 the MICT SETA 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.
- Monitor the effectiveness of organisational ICT systems.
- Establish and maintain accurate ICT tangible and intangible assets management processes and registers.
- Design and submit ICT 360 ICT operations status and performance reports.
- Produce reports on ICT projects.
- Contribute to management and Board reports.

Stakeholder Management and Relations

- Ensure the provision of effective and efficient ICT services and solutions to various departments within MICT SETA to enable them to achieve their strategic objectives.
- Coordinate and facilitate communication channels with key internal and external stakeholders to ensure proper messaging of ICT standards.
- Implement and monitor ICT Service Level Agreements with relevant stakeholders.
- Ensure that agreed service levels are consistently met on monthly basis.
- Gather and disseminate accurate and timely information to all relevant stakeholders.
- Ongoing management of strategic partners and vendors to ensure that they perform according to the SLA.

- 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 SLAs are measurable and enable consistent delivery.
- Develop and maintain Service Catalogue of Digital Technology Services.
- Continuous improvement of ICT practices and processes.

Project Management

- Ensure that all ICT projects 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 delivery and implemented within time, scope, and the 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.
- Review project contracts.
- Monitor project schedules regularly.
- Monitor and manage the delivery of project deadlines.

Governance, Risk and Compliance

- Ensure the establishment, maintenance and improvement of Standard Operating Procedures, policies, and guidelines in consultation with the CIO.
- Ensure all relevant ICT policies are implemented and in compliance with legislative prescripts and international best practices.
- Participate in ICT Risk assessments and develop mitigation plans and implement risk action plans.
- Assist in the development and implementation of 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.
- Prepare Management reports and contribute to Board reports.

Budget and Finance Management

- Develop and manage the ICT budgets by ensuring financial stability within the department.
- Ensure expenditure is in line with budget requirements.
- Manage procurement process to ensure compliance with the legislation e.g. (PFMA, PPFA, and BBEE).
- Maximise revenue and reduce expenditure through effective cost control measures.

- Ensure that the ICT related assets are economically acquired, adequately implemented, maintained, and protected in all respects.

People Management

- Build and lead an effective and cohesive team through the effective management of office resources.
- Drive the implementation of talent acquisition, succession planning, development, and retention strategies for the division.
- Ensure the enhancement of relevant knowledge and skills through continuous coaching, mentoring, and nurturing of talent within the division.
- Create a high-performance culture and manage effective team performance by translating and communicating the annual performance goals and measures into individual work plans based on agreed upon objectives.
- Ensure the working environment contributes to improving employee engagement, recognition, and increased productivity.
- Ensure the management of poor performance and disciplinary matters in line with the MICT SETA's policies and procedures.
- Enable an environment of effective collaboration with subordinates, peers, seniors, and other business of units of MICT SETA.

ICT Service Continuity / Disaster Recovery

- Improve ICT services through implementation of cloud technologies.
- Assist in the development of ICT Service Continuity / Disaster Recovery Plans and lead in implementation thereof.
- Establish methods and procedures to enable the CIO and MANCO to assess risks and business impact in determining ICT Service Continuity practices.
- Manage backup procedures and systems.

COMPETENCIES		
VALUES	FUNCTIONAL	BEHAVIOURAL
<ul style="list-style-type: none"> • Customer Centricity • Ethical • Innovative • Committed • Meritocracy • Collaboration • Responsiveness 	<ul style="list-style-type: none"> • Technology Management • ICT Security • Strategic Capability and leadership skills • Stakeholder Management and relations • Financial Management • Project Management • People Management • Business Writing Skills • Communication (Verbal and Written) • Change Management • Conflict Management • Risk Management 	<ul style="list-style-type: none"> • Organisational and planning • Decision making • Emotional Intelligence • Resilience • Problem solving and analysis. • Interpersonal relations • Team leadership • Attentive to detail and accuracy

SYSTEM SKILLS:

- Microsoft Office Suite - Advanced
- Business Applications - Advanced

Application:

Please click the link to apply <https://forms.office.com/r/carmtTKUbp> by no later than **13 May 2024**.

Queries may be directed to 011-207-2600.

Should candidates not hear from us 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 highly encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.

POPIA DISCLAIMER- By applying for MICT SETA's vacancy, you hereby expressly give MICT SETA consent to process your personal information in accordance with the relevant provisions of the Protection of Personal Information Act 4 of 2013 ("POPIA").

Further, the MICT SETA shall retain personal information as per the regulations set out by the National Archives and Records Service of South African Act (NARSSA), Act. 43 of 1996, as amended.

Please refer to the MICT SETA POPIA Disclaimer for further information (<https://www.mict.org.za/popia-disclaimer/>)