



INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: INFORMATION AND COMMUNICATION TECHNOLOGY 15 November 2024		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ICT: 32/2024	<b>MANAGER: BUSINESS APPLICATIONS</b>  <b>ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM)</b> <b>R 862 210 00 – R1 215 326.00</b>	<b>1</b>

MICT SETA is a fast-paced innovation-driven organisation with an aim to recruit Game Changers in the ICT industry who are driven to be part of the team. MICT SETA seeks to employ a suitably qualified and competent **Manager: Business Applications** who will be responsible for directing and managing Information and business applications to ensure the smooth business operations of MICT SETA.

#### MINIMUM REQUIREMENTS

- Bachelor's degree (NQF Level 7) in Computer Science, Information Technology or related
- Minimum 5 years' experience in business applications
- 2-3 years of Management experience
- Strong working knowledge of business applications and administration.
- Knowledge of CSS, HTML, SQL, EDI, C, and SQL Server software and systems.
- Sound understanding of software development life cycles, scripting, systems programming, Agile, and JavaScript.
- Practical database management and project management experience.
- ITIL foundation Version 3 or latest will be advantageous
- Preferably public sector experience
- Willingness to work outside of official hours
- A valid driver's license and willingness to travel is essential.

#### ROLES AND RESPONSIBILITIES

##### Strategic Management

- Provide input into the development of the ICT frameworks and strategy.
- Develop supporting operational plans for the business unit to ensure execution of the strategic objectives and goals.

- Drive the implementation of the operational plan by developing and allocating operational activities to various business units and ensuring alignment to the achievement of operational targets.
- Ensure the establishment, maintenance and improvement of Standard Operating Procedures, policies, and guidelines in consultation with the CIO.
- 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 to the strategy and operational plans as required.
- Monitor and continuously evaluate progress of the business unit's achievements against the operational plan and strategic objectives.

### **Information and Business Applications Management**

- Assess business process requirements and identify application solutions keeping an awareness of the latest software development and how it can make business more efficient and successful.
- Manage software applications as well as software and systems upgrades.
- Evaluate the strengths and weaknesses of existing business processes and recommend improvements to them.
- Ensure the training sessions for new employees on the use of software applications.
- Develop and implement new technologies within the company's infrastructure, such as computer systems or mobile devices.
- Manage the installation and daily maintenance of business applications, as well as the associated network and hardware installations.
- Leading teams of IT specialists in the implementation and upgrading of network hardware and software.
- Monitoring the roll-out of new software applications to ensure there are no problems.
- Conduct workflow analysis, business process reviews and creates functional specifications.
- Creating and overseeing protocols and procedures for the use of any new software applications.
- Creating, executing, and maintaining company databases.
- Maintaining up-to-knowledge of the latest software developments.
- Ensure that new systems and changes are properly tested.

### **Business Intelligence Analysis**

- Analyse and evaluate IT and business systems and processes.
- Critically investigate and analyse information gathered from multiple sources.
- Gather, document and interpret ICT business requirements.

- Enhance the quality of IT products and services.
- Analyse the design of technical systems and business models.
- Work on solutions supporting multiple business areas utilizing IT data for business insights.
- Participate in the solution design process.
- Perform IT assessment and benchmarking exercises and recommend best practice.
- Perform business analysis and process improvement.
- Coordinate technical solutions delivery, assist in implementation and training.
- Ensure ongoing research and development of cutting-edge information, knowledge and technology management solutions that will enable MICT SETA to fulfil and expand its service offering.

### **Project Management and Monitoring**

- Oversee the implementation of software and other technology solutions for business.
- Manage and participate in ICT systems initiatives, projects and activities.
- Plan and execute project plans.
- Ensure systems implementation projects are delivered according to industry best practices and methodology.
- Conducts quality checks to the outputs to ensure its accuracy and adherence to guidelines and project procedures.
- Monitor project resources and planning schedules.
- Manage and monitor projects budget and cost control.
- Manage overall project cost and ensure value for money.
- Compile project progress reports.
- Define Service Level Agreements with all service providers and line managers.
- Review project contracts.
- Monitor project schedules regularly.
- Monitor and manage the delivery of project deadlines.
- Monitor the effectiveness of organisational IT systems.

### **Stakeholder Management and Relations**

- Build and maintain strong and sustainable relationships with all stakeholders through interactions, consultations and communication.
- Gather and disseminate accurate and timely information to all relevant stakeholders.
- Manage outside vendors and contractors to ensure performance expectations and customer satisfaction.
- Analyse data from surveys and focus groups to determine customer satisfaction levels with products and services offered by the company.
- Participate in various communications forums, meetings, etc.

- Negotiate and attain the support of key stakeholders to IT systems business proposals.
- Implement timeous communication on progress and challenges in achieving the operational work plans to impact stakeholders.
- Attend industry related forums, conferences, and workshops to gain industry insight for the purpose of business improvement.

### **Risk and Compliance**

- Ensure compliance with relevant legislation and regulations.
- Develop controls and framework for governance, risk and compliance.
- Risk assessment and mitigation.
- Define and implement information security systems and processes.
- Identify bottlenecks in current processes and ensure that corrective actions are proposed.
- Analyse all trends in the company in terms of usage of ICT and make recommendations in terms of continuously improving current systems.
- Develop a process for data classification for security, risk, and business impact.
- Ensure that formal security-based documentation, auditing, and testing are in place.
- Ensure that there is segregation of duties to reduce the risks in the organisation.
- Design and implement appropriate controls.
- Communicate with users on all levels at the MICT SETA on ICT systems and ensure common understanding.
- Prepare Management reports and contribute to Board reports.

### **People Management**

- Build and lead an effective and cohesive team through the effective management of Provincial office resources.
- Drive the implementation of talent acquisition, succession planning, development, and retention strategies for the office.
- Ensure the enhancement of relevant knowledge and skills through continuous coaching, mentoring and nurturing of talent in the business unit.
- Create a high-performance culture and manage team performance effectively 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.

**VALUES:**

- Customer Centricity
- Ethical
- Innovative
- Committed
- Meritocracy
- Collaboration
- Responsiveness
- Communication

**FUNCTIONAL:**

- Leadership
- Strategic Planning
- Applications Management
- Information Security
- Business Analytics
- Business Acumen
- Information Management
- Budget and Financial Management
- Project Management
- People Management
- Report Writing Skills
- Communication (Verbal and Written)
- Networking
- Conflict Management
- Risk Management

**BEHAVIOURAL:**

- Organisational and planning
- Decision making
- Problem solving and analysis
- Interpersonal relations
- Quality
- Deadlines driven
- Accountable
- Flexibility and adaptable
- Team leadership
- Negotiation

- Attentive to detail and accuracy
- Resilience

#### **SYSTEMS SKILLS:**

- Microsoft Office Suite
- Business Applications
- Systems development methodologies
- Enterprise Resource Planning (ERP) or Customer Relationship Management (CRM) systems

#### **Application:**

Please click the link to apply <https://forms.office.com/r/hRgWRC6Yxt> by no later than **02 December2024**.

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/>)

