



## **INFORMATION TECHNOLOGY AND COMMUNICATION (ICT) INTERNSHIP (GRADUATE)**

### **Pretoria Office, Ashlea Gardens**

The Office of the Pension Funds Adjudicator (OPFA) is a statutory entity established in terms of the Pension Funds Act, 24 of 1956 to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical and expeditious manner.

### **Remuneration: *The position offers a Market related salary***

The Office of the Pension Funds Adjudicator (OPFA) is seeking to appoint an ICT intern who is results-driven, passionate about service delivery, thrives under pressure, respect deadlines and a team player with high levels of professionalism.

The individual will be exposed to the following areas:

- Troubleshooting computer hardware and software.
- Receiving, documenting and classifying ICT incidents and resolving them in a timely manner.
- Ensuring that ICT requests are opened, documented, resolved in a timely manner and closed in the ticketing system.
- Supporting ICT systems.
- Managing the ICT change and release management processes.
- Keeping the ICT documentation in order (electronic and paper).
- Managing ICT projects.
- Participating and leading ICT meetings.
- Engaging with service providers.
- Collecting information to assist with IT audits.
- Updating ICT procedures and manuals.
- Updating the ICT asset register, warranties, contracts, etc.
- Updating the ICT risk register.
- Producing the monthly reports (ICT operations, budgets, payments, etc)
- Other similar duties as assigned by Supervisor.

**Qualifications and Experience**

- Tertiary Qualifications (NQF7) in Computer Science or Information Technology or Information Systems

**Key competencies**

- Computer Literacy (MS Word, Excel, Ms Outlook)
- Communication skills
- Good writing skills
- Listening skills (verbal and written)
- Self-motivated
- Planning and organising
- Resilience
- Ability to analyse, interpret, solve problems and good grasp of ICT terms
- Good writing skills with the ability to express complex concepts.

***Interested persons should apply in writing by submitting their application, inclusive of letter of motivation, CV, recently certified copies of qualifications and ID, to [careers@pfa.org.za](mailto:careers@pfa.org.za). Closing date for applications is 26 March 2021.***

***The OPFA reserves the right not to make an appointment. If you do not receive any response within a month of the closing date, please accept that your application has been unsuccessful. Regret correspondence will only be sent to interviewed candidates.***