



## **EXTERNAL ADVERT**

The Office of the Pension Funds Adjudicator (OPFA) is established in terms of section 30B 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.

### **IT SYSTEMS (APPLICATIONS) MANAGER** **Pretoria Office, Ashlea Gardens**

**Remuneration:** *The position offers a market related salary*

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

#### **Minimum Requirements:**

- Degree or Diploma in Information Technology/ Computer Science or equivalent
- 3-5 years' experience in business and process analysis
- 3-5 years' experience in testing (Added Advantage)
- Knowledge and experience in workflow systems (Added advantage)
- Experience in the financial services sector (Added advantage)

#### **Key Competencies:**

- Exceptional attention to detail
- Ability to work well under pressure and meet deadlines under high pressure circumstances
- Excellent computer skills
- Advanced Microsoft Excel

- Good written and verbal communication skills
- Good planning and organising skills
- Problem solving skills

## **Responsibilities:**

### **1. System Administration**

- Ensure that the systems are effectively maintained and managed (e.g. respond, HR, Finance, SharePoint)
- Manage timeous reporting of system issues to third-party providers and ensure resolution in line with service level agreements
- Manage overall health and functionality of the systems and provide support to the users
- Manage and maintain systems user roles and accesses
- Conduct informal and formal systems user training when required
- Maintain the user manuals for the systems
- Managing permissions and workflows
- Regular systems review and clean ups
- Oversee change management process for IT systems
- Manage ICT calls logged for the systems and ensure timeous response to the users and management

### **2. System Testing/Quality Assurance**

- Develop test strategies and plans for the systems
- Develop and manage test scenarios and test cases
- Execute test cases for all projects and operational improvement changes
- Execute unit, integration, and regression testing and prepare reports
- Manage user acceptance testing
- Manage ICT Business Continuity Testing

### **3. Business Analysis**

- Analyse and manage the changing business environment and propose system change to meet the needs.

- Document the business requirements and specifications
- Document and map the business and systems processes
- Document functional requirements and systems specifications for new systems and enhancements.
- Facilitate project or system enhancements scoping sessions and create planning documents.
- Oversee the translation of business requirements into systems requirements.
- Review system documentation from third-party vendors.
- Contribute generally as a member of the project delivery team to the successful delivery of approved project outputs
- Prepare all testing and system administration reports

***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) . People with disability are encouraged to apply. Closing date for applications is 08 November 2021.***

***The OPFA reserves the right not to make an appointment. If you do not receive any response within 2 weeks of the closing date, please accept that your application has been unsuccessful. Regret correspondence will only be sent to interviewed candidates.***