



INTERNAL/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.

Position : **ICT Internship (X1)**
Position status : **12 months**
Reporting line : **ICT Senior Manager**
Position location : **Pretoria, Ashlea Gardens**

Qualifications:

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

Minimum Requirements and Key Competencies:

- Proficiency in MS Office (MS Word, Excel, and Outlook).
- Excellent verbal and written communication skills.
- Attention to details.
- Self-motivated, planning and organising.
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- Resilience.
- Ability to analyse, interpret, solve problems and good grasp of ICT terms.
- Ability to express complex concepts.

Responsibilities:

- Attend to walk in complaints in lodging new complaints. 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

Behavioural Attributes:

The potential suitable candidate must be a creative thinker, passionate about service delivery and be able to thrive under pressure. The candidate must be able to display compassion towards members of the public and complainants and have an open-door policy. Energetic, outcomes and deadlines driven attributes are essential. An influential team player, great communicator, with high levels of integrity and professionalism.

Remuneration: OPFA offers market-related remuneration.

Interested persons may submit applications, inclusive of academic qualifications and CV to careers@pfa.org.za. Closing date for applications is 02 February 2024.

The OPFA reserves the right not to make an appointment. Regret correspondence will only be sent to interviewed candidates.

The OPFA is an equal opportunity employer and as such, preference will be given to candidates from the designated groups in line with the organisation's employment equity plan. **Persons living with disability are highly encouraged to apply.**

By completing your details and submitting your application, you consent to OPFA processing your personal information.