



### **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 Operations Coordinator (x1)**  
**Position status** : **Permanent**  
**Reporting line** : **ICT Senior Manager**  
**Position location** : **Pretoria, Ashlea Gardens**

#### **Qualifications and Experience:**

- Bachelor's Degree or Advanced Diploma (NQF level 7) in Computer Science/Information Systems or equivalent qualifications.
- 2-4 years experience in a similar environment.
- Experience in the retirement funds environment.
- ITIL Certification, ICT Security/Cyber Certification will be an added advantage.

#### **Minimum Requirements and Key Competencies:**

- Experience in the financial services sector will be an added advantage.
- Computer literacy (MS Word, Excel, Ms Outlook).
- Fairness and transparency.
- Accountability.
- Stakeholder engagement and management.
- Building sustainability.
- Communicating with impact.
- Strategic and conceptual thinking.
- Honesty and integrity.
- Attention to details.

- Creativity.
- Organisational awareness.
- Business knowledge.
- Reporting.
- Corporate communications strategy.
- Good verbal and written communication skills.

**Responsibilities:**

- Facilitating the implementation of changes to the ICT environment, ensuring compliance with change management processes.
- Coordinating with stakeholders to plan, schedule, and execute changes and releases.
- Managing and resolving ICT incidents, ensuring timely restoration of services and minimal impact on business operations.
- Collaborate with cross-functional teams to resolve complex technical problems and escalate issues when necessary.
- Provide first-line technical assistance and support to end-users, troubleshooting hardware, software, and network issues.
- Escalate critical incidents to appropriate teams and provide regular updates to stakeholders.
- Act as the primary point of contact for security incidents, coordinating and overseeing the response activities of both internal teams and external service providers.
- Coordinate with service providers to assess and address security requirements, ensuring the organization's security posture is maintained.
- Coordinating the ICT Audits processes.

**Behavioural Attributes:**

The potential suitable candidate must be a strategic and creative thinker, passionate about service delivery, 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 commensurate to the successful candidate's skills and experience.

Interested persons may submit applications, inclusive of academic qualifications and CV to [careers@pfa.org.za](mailto:careers@pfa.org.za). Closing date for applications is 04 October 2023.

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.

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.