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. Our mandate is to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical, and expeditious manner.

Position	**:**	**Information and Communication Technology (ICT) Senior Manager (x1)**
Position status	**:**	**Permanent**
Reporting line	**:**	**Chief Financial Officer**
Position location	**:**	**Pretoria, Ashlea Gardens**

Qualifications and Experience:

- A bachelor's degree (NQF 7) in Computer Science, Information Technology, Information systems, Computer Engineering or Industrial Engineering.
- 10- 12 years of working experience in the ICT environment with at least 5 years in a management position.
- Proven track record of successfully managing ICT operations and projects.
- Experience developing and monitoring ICT budgets.

Candidates that do not meet any one of the aforesaid requirements will not be considered and therefore need not apply.

Minimum Requirements and Key Competencies:

- Excellent written and oral communication skills in English (proficiency in other languages will be advantageous).
- Strong people management and organisational skills.
- Solid project management and business process management skills
- Proven knowledge of ICT governance and related best practice methodologies
- Excellent verbal and written communication skills, i.e. an ability to present technical information in a way that establishes rapport, persuades others and gains understanding.
- Ability to work independently and as part of a team.
- Strong interpretation skills.
- Understanding of PFMA and Regulations.
- Excellent time management.

Responsibilities:

ICT Governance, Planning and Monitoring Systems

- Develop and execute the ICT strategy, annual, and operational plans.
- Manage the implementation of plans to ensure alignment with organizational goals.
- Develop and implement the OPFA Governance of ICT policy framework.
- Oversee the effective implementation of ICT policies and procedures by various stakeholders.
- Manage ICT audits, risk assessments, and compliance systems.
- Develop and manage ICT budgets and expenditures.
- Participate in ICT procurement processes, including the preparation of bid documents, evaluations, and Service Level Agreements (SLAs).
- Monitor ICT performance and prepare and present comprehensive reports for various governance committees.

ICT Business System Management

- Recommend ICT business systems and enhancements to strategically contribute to the enablement of the OPFA in achieving its strategic goals.
- Participate in the analysis and specification of new business applications and enhancements and oversee their implementation.
- Provide strategic ICT support to business owners during the implementation of systems.
- Manage service level agreements with service providers for ICT systems.
- Program and project management of all ICT systems implementation.
- Manage and facilitate the design and implementation phase of new systems and enhancements.
- Oversee the testing of ICT systems, including unit testing, integration testing, regression testing, etc.
- Manage continuous improvement of ICT systems through handling business change requests and ICT-initiated changes.
- Monitor and report on the performance of ICT systems.

ICT Infrastructure and Platform Management

- Develop the strategy for ICT Infrastructure and Platforms modernization and manage the implementation.
- Manage and support the procurement of ICT software licenses, overseeing implementation, upgrades, and subsequent maintenance.
- Program and project management of all new ICT Infrastructure and Platforms, including coordination with multiple service providers and internal resources.
- Manage and facilitate the design and implementation phase of procured ICT Infrastructure.

- Oversee the life cycle of ICT assets, including installation, relocation, and decommissioning, while supporting organizational asset management aspects of ICT.
- Plan and oversee continuous improvement initiatives for the ICT Infrastructure and Platforms.
- Compile specifications for all ICT Security infrastructure, platforms, and services, participating in procurement processes.
- Manage service-level agreements for support and warranties with relevant service providers.

ICT Business Continuity and Security Management

- Develop the strategy and plans for ICT Security Infrastructure, platforms, and services and manage their implementation.
- Develop and maintain ICT security policies and procedures, ensuring effective implementation.
- Manage and oversee the development of the ICT Security Architecture.
- Develop and implement ICT Security awareness programs.
- Program and project management of all new ICT Infrastructure and Platforms, including coordination with multiple service providers and internal resources.
- Compile specifications for all ICT Security infrastructure, platforms, and services and participate in procurement processes.
- Participate in the acquisition of the ICT Disaster Recovery Site and manage the ICT part of the contract.
- Develop and maintain ICT Business Continuity plans and procedures, ensuring effective implementation.

ICT Operations Management

- Oversee the resolution of ICT incidents and problems, including desktop support, ensuring adherence to Service Level Agreements (SLA).
- Oversee the implementation of service requests to ensure efficient and timely delivery of services.
- Manage changes, both projects and operational improvements, and actively participate in the ICT Change Control Board (CAB).
- Oversee preventative maintenance, including patching, to maintain the integrity and security of the ICT environment.
- Ensure that the ICT environment has adequate resources, and their availability is maintained within SLA.
- Establish and maintain a comprehensive list of ICT inventory, covering assets, licenses, warranties, support and maintenance, configurations, and asset states.
- Manage assets throughout their lifecycle, from acquisition to transition, maintenance, and decommissioning.
- Facilitate the compilation of the ICT technical aspects of SLAs with service providers and the MoU with the Financial Sector Conduct Authority (FSCA).

- Manage service providers and associated SLAs supporting ICT Infrastructure Operations, including interactions with the FSCA.

Behavioural Attributes:

The potential suitable candidate must be a strategic and creative thinker, passionate about service delivery and people coaching and development. The candidate must be customer focused and be able to thrive under pressure. S/he must have excellent communication, presentation and reporting skills. Energetic, outcomes and deadlines driven attributes are essential. An influential team player, 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. Closing date for applications is 22 December 2023.

The OPFA reserves the right not to make an appointment. If you do not receive any response within 3 weeks 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.