



INTERNAL/EXTERNAL ADVERT

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.

IT 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, respect deadlines and a team player with high levels of professionalism.

Responsibilities:

1. IT Operations and Application Management:

- Plan, organise, direct and evaluate the operations on information systems and electronic data processing in line with organisational strategies and budget.
- Assess and report on the health of all systems, applications and environments on a regular basis.
- Provide support to team members on Case Management systems, project roll outs and other business applications.
- Manage the OPFA website and intranet.

2. Programme and Project Management:

- Develop, implement, co-ordinate and monitor all strategic projects
- Benchmark ICT strategies and policies

3. Requirements Gathering and Documentation:

- Identify business and system requirements. Analyse initiatives, build cases and provide cost-benefit analysis
- Engage ICT stakeholders to ensure optimal technical solutions

4. Change and Configuration Management:

- Monitor the end to end execution of changes requested.
- Configuration and application changes within the applicants used by OPFA.
- Obtain approval from all related process owners to proceed with changes.

5. IT Governance:

- Develop, recommend, and evaluate ICT strategies and policies, as well as monitor compliance to ICT policies and procedures.

6. IT Security, Risk and Business Continuity Management:

- Lead the design, implementation, operation and maintenance of ICT security management system and solutions.
- Identify possible ICT security risks and update the risk register.
- Implement necessary security policies, standards, procedures and guidelines, and ensure team members are constantly updated and educated on security awareness.

7. Administration

- Ensure that contacts are kept up to date and maintain working relationship with service providers.
- Maintain the IT Assets Register, Software and Licensing Register and ensure software renewals are done on time.

8. Service Management:

- Manage vendors and contractors as per the contract agreements.
- Compile and implement service improvement project plans and innovation programme.

Qualifications and Experience

- Bachelor's Degree in IT or any other relevant qualification
- A Bachelor's Degree in IT (Honours) is an added advantage

- 8 years' experience and expertise with respect to ICT Management and project management
- 5 years' experience in managerial role

Key competences

- Knowledge of business and management principles and practices.
- Knowledge and experience in organisational effectiveness and operations management.
- Knowledge of project management principles and practices and the ability to manage multiple projects at the same time.
- Ability to blend creative, problem-solving, and technical skills for refining existing theories or developing new system approaches to seize opportunities and sustain business success.
- Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems
- Excellent verbal and written communication skills, as well as ability to present and explain technical information in a way that establishes rapport, persuades others and gains understanding.
- Strong knowledge and understanding of business needs, with the ability to establish and maintain a high level of customer trust and confidence.
- Knowledge of IT governance and related best practice methodologies.
- Strong leadership, interpersonal, organisational skills along with the ability to research, analyse and recommend best practices.
- Must be able to work flexible hours including weekends, nights and holidays when necessary
- Develop and monitor budgets

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. People with disability are encouraged to apply. Closing date for applications is 10 June 2020

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.