VACANCY

Position: IT Manager

Reporting to: Chief Financial Officer (CFO)

Job Ref: RECR/ITM/001

Job Purpose:

Responsible for aligning the ICT operation with the strategic and business objectives of the NFVF. Manage and coordinate the full scope of the Information and Communication Technology function, overseeing the implementation of infrastructure, systems, and procedures to enable an efficient ICT operations function that will ensure that all ICT systems and processes support the strategic objectives and mandate of NFVF. This includes:

- Creating and translating the ICT Strategy and Plan, the ICT Governance Framework, and legal requirements into effective ICT Operations;
- Ensuring optimal reliability and availability of Information and Communication Technology infrastructure and systems;
- Providing enabling technologies to improve the way in which the NFVF accomplishes its business and improve operating efficiency;
- Ensuring that all systems and applications are secure with minimal exposure to risk factors;
- Effective planning, management, and co-ordination of ICT SLA's and projects; and
- Providing ICT support, training, and awareness to NFVF staff.

Qualification & Experience:

- Minimum Degree / Honours in Information and Communication Technology (NQF level 7- 8);
- Desktop Administration (MCSE, MCSA etc.);
- Network Administration – infrastructure and security (CCNA, CCNP, CCNE, Arista ACE, Fotinet etc.);
- Firewall Administration (CCNP, MSCE, MCSA etc.);
- Service Management (ITIL or equivalent);
- Information Security Management (CISM etc.);
- COBIT 5 or later;
- Governance of Information and Communication Technology Policy Framework;
- ICT Charter;
- Microsoft Office Applications; and
- Windows Server;
- ICT domain;
- Management;
- ICT Project Management;;
- Roll-out of new systems and technologies;
- Management, Implementation, and Maintenance of ICT systems;
- ISO (International Organization for Standardization);
- Service Management;
- COBIT 5 or later; and
- Sage Evolution, VIP (Business Management, Accounting, Payroll, HR etc.).

Key Responsibilities:

ICT Governance and Policy Management:

- Develop the ICT Strategy for review by the CFO and approval by the Accounting Authority;
- Align and implement ICT Strategy and policies to support NFVF strategy, programmes, and performance plans;
- Develop, maintain and review ICT policies and procedures to ensure compliance with legislation, International Best Practice, and relevant ICT Frameworks such as ITIL, COBIT, ISO 27001, ISO 31000 etc;
- Develop, compile, implement and maintain the NFVF ICT Strategic Plan, three (3) year ICT Plan, Annual Performance and Operational Plan;
- Develop, implement, and maintain the NFV ICT Governance Framework and Strategy according to the defined guidelines of the Corporate Governance of ICT Policy Framework and best practice;
- Compile and implement ICT policies, processes and standard operating procedures for NFVF;
- Ensure compliance to policies, processes and standard operating procedures;
- Managing the development and implementation of the ICT operational plan;

- Research, investigate and recommends ICT and Business Intelligence solutions to address business needs;
- Conduct or oversee benchmarking exercises to ensure that NFVF ICT governance processes are aligned with best practice for key frameworks. (COBIT etc.).

ICT Systems and Infrastructure Management:

- Ensure and maintain the reliability of the ICT Infrastructure and Systems;
- Monitor and improve ICT infrastructure and system availability through the Business Continuity Plan, Disaster Recovery Plan and Backups;
- Reduce recovery turnaround times as result of adverse circumstances;
- Investigate and recommend architecture, technologies, systems, hardware, and software for NFVF requirements;
- Implement and maintain ICT platforms for internet access, e- mails and Sage Evolution, VIP, Praxis, Mimecast, Servers, and applications;
- Establish backup systems (Veeam, Windows Backup, DPM and similar applications), with suitable retention periods, regular testing and resolving of failures;
- Oversee and enforce maintenance and repair agreements and schedules (inclusive of server maintenance); and
- Monitor performance of ICT systems and make recommendations for improvement of ICT infrastructure.

Contract/Supplier and Project Management:

- Negotiate Service Level Agreements and provide recommendations to the CFO/ CEO;
- Ensure the establishment of ICT Service Level Agreements and performance criteria, together with Supply Chain Management;
- Manage Outsourced Service Providers and Service Level Agreements for ICT services;
- Monitor quality assurance according to deliverables as indicated in contractual agreements and SLA's;
- Establish and implement a Service Providers performance management and review system and manage the performance of both internal and external ICT resources;
- Ensure that all SLA agreements are met and penalties or corrective action is imposed;
- Oversee the roll-out of new systems and technologies; and
- Lead and manage ICT projects and the deployment of infrastructure, technologies and services.

ICT Risk and Security Management:

- Establish, oversee and co-ordinate an ICT Risk Framework and Information Security Management System (ISMS);
- Implement risk and security assessment tools and technologies;
- Identify critical ICT risks facing the organisation, divisions, and departments;
- Propose appropriate strategies and interventions to mitigate risk;

- Maintain an Operational Risk Register for the ICT business unit with treatment plans;
- Oversee the development and maintenance of the Operational Risk Register for ICT;
- Oversee the implementation of ICT risk treatment plans;
- Monitor and review the Risk Register, Treatment Plans and Audit Action Plan for review by the CFO;
- Submit a quarterly report on control effectiveness, status of risks and progress of corrective action implementation;
- Compile ICT Business Continuity Management plans for dealing with adverse situations to prevent, minimise and recover from potential disruption;
- Establish, review and enhance systems controls to strengthen ICT control;
- Perform regular IT Health Checks (ITHC) to identify and expose security vulnerabilities (hacking tests etc.);
- Manage and monitor ICT Security with regard to user devices, access, system vulnerability, cybercrime, viruses, data leakage etc;
- Maintain firewalls and security infrastructure;
- Implement measures and technology to ensure security, confidentiality and appropriate access to intellectual property, information, and data, inclusive of POPI Act;
- Oversee the Information Systems Audit for NFVF to monitor compliance with approved policy, procedures, and protocol; and
- Address all audit queries raised by auditors in the ICT reviews and update the audit improvement plan accordingly.

ICT Asset Management:

- Maintain an updated ICT asset register;
- Undertake a quarterly review and verification of ICT assets;
- Management of inventory of ICT assets and equipment;
- Establish and implement processes, procedures, frameworks, and systems to proactively and strategically manage ICT assets throughout its lifecycle (acquisition, usage, maintenance, and retirement); and
- Manage the responsible, cost-effective, and optimal use of ICT fixed and operational assets to ensure that every asset is properly used, maintained, upgraded, and disposed of at the end of its lifecycle.

Financial and Resources Management / Cost Control:

- Analyse organisation ICT requirements and compile the ICT budget in consultation with all divisions and manage the implementation thereof;
- Conduct reviews of the mid-term budgets and re-prioritise resources;
- Approve ICT procurement for NFVF within delegation of authority (up to R1mil);
- Manage and control the ICT Function's budget in line with PFMA and protocols;
- Drive ICT sustainability initiatives, minimising costs, and identifying cost efficiencies without compromising on security and risk;
- Manage and control ICT projects and initiatives within budget parameters;

- Track, reconcile and consolidate ICT expenses;
- Control, keep track of and reconcile project expenses;
- Assist Supply Chain Management with tender processes for the purchase of ICT equipment, material, and services; and
- Draft the technical requirements and specifications for ICT tenders and assist in the technical evaluation.

ICT Support / Service Management:

- Provide first line ICT Help Desk and technical support to the business and end users and escalate as appropriate to the responsible Service Provider;
- Oversee and manage contracts for day-to-day ICT support and service management inclusive of:
  - Install, configure and support all Microsoft desktop and server operating systems and application software
  - Respond to and resolve support calls
  - Assistance to end-users
  - Install desktop, servers, equipment, hardware (desktop and server) infrastructure and troubleshoot challenges related to these
- Establish ICT training needs and schedule accordingly;
- Provide end-user training and awareness on ICT equipment, ICT desktop systems and security; and
- Conduct research, identify and keep abreast of technological trends, new technology, legislation and regulations etc.

Reporting / Presentations:

- Ensure that ICT performance reports are formulated and circulated as per management requirements and according to NFVF policies and procedures;
- Compile monthly, quarterly, and yearly reports for the ICT function;
- Prepare Key Control Dashboard reports for quarterly and annual reporting to the relevant forums;
- Adhere to regulatory reporting, filing and submission guidelines and schedules;
- Compile Reports relating to proposals, investigations, research, problem identification etc. to Accounting Authority and Committees, CEO, CFO etc.; and
- Presentations to Management Committee, Audit Committee, Accounting Authority (various topics - proposals, performance, audits etc.).

Function Leadership / Staff Management:

- Conduct performance contracting and performance reviews according to the policy, performance management cycle and schedule;
- Establish performance review mechanisms and meetings to provide feedback, share information and plan achievement of objectives; and

- Ensure that employees in the ICT section have an active, needs- driven Personal Development Plan (PDP) and implement staff training and development using the identified training and development opportunities.

Skills & Behavioural Attributes:

- Information systems and operations;
- Risk Management;
- Project Management;
- Ethical conduct;
- People management and empowerment;
- Strategic thinking and planning;
- Quality and service focused;
- Innovation.

Suitably qualified and experienced candidates are invited to submit their abridged curriculum vitae via email to vacancies@nfvf.co.za or fax on 0865197585 by no later than **12 February 2023.**

Note: Correspondence will be made only with the shortlisted candidates and no late applications will be considered.

It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).