ANNEXURE D

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

APPLICATIONS: Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag X63, Arcadia, Pretoria, 0001

CLOSING DATE: 01 April 2019, 12H00 No late applications will be considered.

NOTE: Requirement of applications: Applications must be submitted on form Z83, obtainable on the internet at http://www.gpaa.gov.za (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details, original certified copies of all qualifications (including matriculation), Identity document, valid driver’s license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employments checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state’s contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. The GPAA reserves the right to utilize practical exercises/tests/competency assessments for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign and annual performance agreement and will be required to undergo a security clearance.

MANAGEMENT ECHELON

POST 10/10: SENIOR MANAGER MANAGEMENT INFORMATION SYSTEMS REF NO: (SMMIS/2019/03-1P)
The purpose of the role is to support the CEO in achieving the GPAA’s strategic goals by ensuring the effective and efficient provision of management information for GPAA business units and the customers (GEPF and National Treasury)

SALARY: R1 005 063 - R1 183 932 per annum (Level 13) (all- inclusive package)
CENTRE: Pretoria Head Office
REQUIREMENTS: A recognized B Degree or equivalent three-year qualification (NQF level 7) as recognized by SAQA in Information Systems or related. A minimum of eight years demonstrated experience in Management Information Systems, of which five years should be at a middle / senior managerial level. Experience in Financial
Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Computers and Systems: Knowledge of the functionality, capability and application of systems and tools that can be used as enabling technology. Administration and Management: Knowledge of principles and processes involved in business and organisational planning, coordination and execution. This includes strategic planning, resource allocation, manpower modelling, leadership techniques and production methods. Commercial Awareness: Knowledge about financial and commercial matters. Understands and applies financial and commercial principles. Views issues in terms of costs, profits, markets and added value. Mathematics and/ or statistics: Knowledge of numbers, their operations and interrelationships including arithmetic, algebra, geometry, calculus, financial, statistics and their applications. Accounting: Knowledge of accounting principles and practices and the analysis and reporting of financial data. Clerical: Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles and other office procedures and terminology. Other Competencies: Measuring and Managing unit performance. Managing business process. Providing trusteeship and Governance. Understands the EB Industry. Managing the employer supply chain. Setting standards and assuring quality Operational Excellence. Ability to influence people and events. Planning and managing resources. Problem solving and analysis. Working towards an integrated service. Embracing continuous improvement.

**DUTIES**

Lead and guide. Develop, implement and maintain Management Information System policies, procedures, templates, and processes, in accordance with best practice for key MIS processes and areas, to create an enabling environment for acceptable staff performance. Communicate policies, procedures and processes to GPAA staff and management and report on deviations. Assume accountability for all aspects of being a Process Owner for Management Information Systems by setting the desired standards and continuously improving where possible. Develop and implement a team-based approach to formalize team structures, team targets and team rewards across the GPAA. Lead and guide the MIS team, including human resources initiatives, budgeting for staff and resource expenses. Perform and reward. Develop a formal performance agreement for Management Information System staff that is based upon the job profile and development plan to align staff performance with departmental and organisational goals. Ensure that formal staff development / training plans are developed, reviewed and maintained as part of the performance review process, to close gaps in staff competence. Custodianship of databases. Ensure that all data complies with business rules and that rules are applied consistently across all systems and technologies. Confirm data integrity in source systems. Extract, transform and load data from source systems to warehouse format and into various dimensions. Generate Quality information. Establish credible data sources and maintain interfaces with core databases to ensure the integrity of all information generated. Establish an automated information production line and allow for efficient on-line access to all reports and other management information. Design and continuously improve processes focusing on simplification, standardization, quality improvement and cost minimization. Recommend and implement ways of dealing with data gaps and identify and manage initiatives for effective productivity improvements. Generate Executive Information reports, functional reports and trustee reports within the required time frames and make appropriate recommendations from the findings. Analyse and give trends from the information mined from the system and production environment. Generate ad hoc reports customized to address the specific needs identified. Publish and present reports to the relevant parties and customers. Provide Business Intelligence. Conduct data mining analysis and develop forecasting models for the organisation. Establish proactive data requirements with departments, analyze trends and prepare reports to provide relevant management information to GPAA management to enable them to take appropriate action when needed. Submit recommendation for business improvement and provision input into the strategic management process. Provide business intelligence to the organisation in order to improve service delivery and serve clients better. Exception Management. Establish a procedure to effectively and efficiently reduce exceptions. Evaluate and utilize appropriate exception
reporting and controls measurements. Industry developments. Track new developments in Management Information System practices to improve the effectiveness and efficiency of the data management function. Monitor changes in Management Information System industry guidelines to make recommendations where GPAA systems and procedures need to be amended.

ENQUIRIES : Mr Lesiba Sehlapel Tel No: 012 399 2710
FOR ATTENTION : Mr Lesiba Sehlapel – Recruitment
NOTE : One Senior Manager: Management Information Systems in the Corporate Monitoring and Evaluation Unit is currently available at the Government Pensions Administration Agency. Please note: All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools. Employment Equity targets for the post is Coloured males/females or Indian male/female or White Female or African female or people with disability. Candidates of the specified groups are encouraged to apply.

OTHER POSTS

POST 10/11 : MANAGER CONTACT CENTRE REF NO: MNG/CC-CRM/2019/03–1P
Permanent

SALARY : R697 011 per annum (All-Inclusive package)
CENTRE : Pretoria Office
REQUIREMENTS : A Recognized three-year National Diploma/Bachelor’s Degree or equivalent three year qualification (360 credits/NQF 6). Six (6) years appropriate proven experience in a Contact Centre environment of which three (3) years should be in a managerial role. Computer literacy that includes a good working knowledge of Microsoft Office products. Knowledge of Call Centre performance management. Knowledge of Managing business processes. Knowledge of service centered service. Knowledge of GEPF services and products. Knowledge of client relationship management. Knowledge of operational excellence. Change management. Interpersonal skills. Business analysis. Communication skills. Organisational skills. Decision making and judgement. Planning and managing resources. Problem analysis and solving skills. Business leadership skills. Call Centre operations management. Customer oriented. People management. Work independently. Ability to work under pressure. Ability to delegate. Integrity, reliability and honesty. The key outputs for this position include, but are not limited to: Manage the handling of incoming and outgoing calls and emails: Monitor the application of appropriate actions to effectively control incoming and outgoing calls. Monitor the log-on time and agent’s availability. Manage call queuing time and allocate call to available agent. Oversee and manage the performance report of the call system and advise the supervisors and agents on areas that still needs improvement. Manage random calls to improve quality, minimize errors and track operative performance. Manage proper opening and closing of calls according to call center process documents. Oversee and manage all complicated queries referred by supervisors. Monitor and manage resource for supervisors and agents to effectively provide solutions to clients. Manage the effective utilization of resources to achieve the operational strategic goals. Ensure that all email queries received from the Presidential Hotline, Media and the Fund are responded to within agreed service levels. Provide management with productivity reports as required and on an ad-hoc basic. Develop and implement contact center strategy: In conjunction with the senior manager, develop and implement GPAA contact center strategy that meets organisational objectives and aligns with GPAA’s overall strategy. Measure the effectiveness of call center on an ongoing basis and make recommendations to review and amend the strategy appropriately. Report back to the senior manager and other key internal stakeholders at regular intervals to ensure that strategy is fit for purpose. Attend pension fund related functions and
call centre industry related functions to share information with the staff and for benchmarking purpose. Manage the implementation of the Contact Centre policies and procedures: Monitor guidance to Inbound and/or outbound calls to supervisors and agents with appropriate procedures aligned to the Fund policies and procedures. Monitor policies and procedures for areas of improvement and enhanced Customer Centre. Overseer and communicate changes in policies and procedures to the supervisors and staff. Ensure consistent compliance to GPAA policies and procedures, corporate governance and relevant legislation. Build, maintain and manage relationships and Operational Level Agreements with other business units and ensure timeous response to queries forwarded to them. Effective management of Contact Centre unit: Manage and develop staff continually by striving to up skill and motivate staff through effective leadership, mentoring, coaching, performance improvement in line with individual developmental plans. Identify development and succession planning requirements. Ensure appointment is in line with employment equity targets/strategy. Monitor that outputs achieve business requirements. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.

ENQUIRIES
FOR ATTENTION
NOTE

: Ms Felicia Mahlaba
: Ms Felicia Mahlaba – Recruitment
: One Manager Contact Centre position is currently available at GPAA. The successful incumbent will manage inbound and outbound call centre functions to deliver service propositions which align with business and channel strategies. The post will be filled permanently. Employment Equity targets for the post is African, Coloured or Indian female and people with disability. Candidates of the specified groups are encouraged to apply.

POST 10/12

: FIELD SUPPORT ENGINEER REF NO: FSE/ICT/2019/03- 5C
(12 months contract)
Information technology
The purpose of the role is to provide first line resolution desktop support through remote access to GPAA employees.

SALARY
CENTRE
REQUIREMENTS

: R242 475 per annum plus 37% in lieu of benefit (Level 07)
: Pretoria Office
: An appropriate and recognized three year qualification (degree/national diploma) in Information Technology (with at least 360 credits) with two years appropriate experience in a service desk environment/desktop support environment. Experience should ideally include adequate exposure to: Technology in general, Active Directory, Desktop support, Servers operations, Information security. ICT Service management: MCSE and/or other appropriate advanced technical diplomas will be an added advantage. Knowledge of GPAA services & products will be an advantage. Knowledge of TCP/IP LAN, VPN, WAN and Wireless networking environments in a Linux and Microsoft environment including Firewall, intrusion detection, SSL/H and NAS/SAN. Knowledge of mainframe, Citrix, HP Superdome and Wintel data centre environments and related software/tools such as MOM, WSUS, Active Directory, Windows XP, Unix, Linux, Oracle and VMS. Knowledge of technical requirements for modern flexible working office environments and skills to operate as a consultant internally. Knowledge of Business Applications support services in an outsourced environment including escalations and root-cause analysis. Knowledge of Business Applications fit on business continuity requirements with a specific focus on knowledge management. Problem solving skills. Excellent customer service orientation. Ability to communicate at all levels. Project management skills. Good interpersonal relations. Ability to display initiative. Integrity. Emotional intelligence. Structured approach. Demonstrable commitment. Collaboration.

DUTIES

: The incumbent will be responsible for a wide variety of tasks which includes, but is not limited to the following: Desktop Support Install, configure and troubleshoot OS (Operating System) mainly Windows - various versions. Active Directory.
Perform installation, maintenance and upgrading of computer hardware and software. Install update patches of anti-virus software signatures and OS. Customize desktop hardware to meet user specifications and GPAA standards. Work with vendor support contacts to resolve technical issues within the desktop environment. Provide end user support for computer hardware and software installation, maintenance and upgrade. Provide users access to shared resources. Installation of new ICT equipment. Installation and management of printers (network, desk printers). Asset management – ensuring that ICT assets within GPAA are collected, recorded and returned to ICT stores. Relocation of users (ICT equipment) upon request. Participation in projects within the Desktop support team. Regional Office visit support. Participation in the establishment of new GPAA offices around South Africa (Technical support). First Line Support. Provide First Line Support to GPAA users. Troubleshooting and resolving of incidents through remote desktop. On-site client care. Implementation, maintenance and removal of End User Devices (EUD). Ensure incidents/requests/problems are logged and resolved within SLA’s. ICT Workshop maintenance. Provide 1st EUD repair. Loading and configuration of OS and required applications. Customer Satisfaction. Ensure client satisfaction and keeping customers informed on the service requested. Establish business relationship with clients and ensure customer centricity is practiced.

ENQUIRIES:
Mr Ismael Radebe
Tel No: 012 399 2299

FOR ATTENTION:
Mr Ismael Radebe – Recruitment

NOTE:
Employment Equity target for the post is Coloured male/females or Indian male/female or African female or people with disability. Candidates of the specified groups are encouraged to apply.

POST 10/13:
RESEARCH AND POLICY ADMINISTRATOR REF NO: RPA/SPB/2019/03-1C
(12 months contract)
Strategy and Policy

SALARY:
R196 407 per annum (basic salary) plus 37% in lieu of benefits (Level 06)

CENTRE:
Pretoria Office

REQUIREMENTS:

DUTIES:
The purpose of the position is to provide research and policy administrative support, and the co-ordination, implementation of policy review and development activities within the Strategy, Policy and Business Continuity Unit. Assist in conducting research activities on sector specific programmes: Assist in conducting needs analysis and identifying areas of research. Provide research input for the analysis required to develop, implement, review and evaluate new and existing policies. Assist in the drafting of research specifications, based on needs analysis. Conduct research, using different research methodologies, within timeframes and budget. Assist in responding to external and internal research enquiries. Assist in the compilation of formal research reports. Assist in maintaining the repository of research products and facilitate dissemination of research results: Implement and maintain a research library. Manage numbering and archiving system of researched products. Assist in recording and monitoring research project plans.
Create access paths to academic journals. Interact with academic librarians. Assist in the development and review of new and existing policies for the Department: Analyse and identify out-dated policies per business unit in their order of importance for review. Assist in developing and revising business units’ policies. Assist in drafting new policies. Assist in the development and implementation of the checklist for all policies. Develop monthly reports. Support to ad hoc business unit projects: Provide regular support when needed to all ad hoc business unit projects.

ENQUIRIES : Mr Lesiba Sehlapelo Tel No: 012 399 2710
FOR ATTENTION : Mr Lesiba Sehlapelo– Recruitment
NOTE : Employment Equity target for the post is Coloured male/females or Indian male/female or White female or African male or people with disability. Candidates of the specified groups are encouraged to apply.

POST 10/14 : STRATEGY ADMINISTRATOR REF NO: SA/SPB/2019/03-1C
(12 months contract)
Strategy and Policy
SALARY : R196 407 per annum (basic salary) plus 37% in lieu of benefits (Level 06)
CENTRE : Pretoria Office

DUTIES : The purpose of the role is to provide strategy administrative support to the Strategy, Policy and Business Continuity Unit. The successful candidate will be responsible for the following functions and include, but not limited to, Overall strategy and coordination support: Provide overall strategy support to the Senior Manager: Strategy, Policy and Business Continuity Office. Assist with the development of the current financial year project plan for Strategic Plan and Annual Performance Plan Formulation. Support to Strategic Planning and Cascading Workshops: Provide strategy administrative support, including the co-ordination of Strategic planning and Cascading Workshops. Assist in the development of the overall GPAA Strategic Plan aligned to the Annual Performance Plan. Development of templates for the collection of information to be incorporated in the Strategic Plan and Annual Performance Plans. Strategy compliance support: Assist Business Units adhere to the Simple, Measurable, Attainable, Realistic, Tangible (SMART) principle when formulating their operational plan. Assist with the review of operational plans and record keeping of approved operational plan. Interact with different internal and external Stakeholders (National Treasury and GEFP). Support to ad hoc business unit projects: Provide regular support when needed to all ad hoc business unit projects.

ENQUIRIES : Mr Lesiba Sehlapelo Tel No: 012 399 2710
FOR ATTENTION : Mr Lesiba Sehlapelo– Recruitment
NOTE : Employment Equity target for the post is Coloured male/females or Indian male/female or White female or African male or people with disability. Candidates of the specified groups are encouraged to apply.