ANNEXURE E

DEPARTMENT OF HOME AFFAIRS

APPLICATIONS: Quoting the relevant reference number, direct your CV, certified copy of highest qualification together with an Application for Employment form (Z83), obtainable from any Public Service Department or at www.gov.za, by the closing date to: E-mail: ISRecruitment@dha.gov.za Applications must be sent in time to the correct address as indicated at the bottom of each post, on or before the closing date. Applications sent to a wrong address and/or received after the closing date or those that do not comply with the requirements, will not be taken into consideration.

CLOSING DATE: 28 February 2020

NOTE: Applications must be submitted on the Application for Employment Form (Z.83), obtainable from any Public Service department or at www.gov.za and must be accompanied by a comprehensive CV, citing the start and end date (dd/mm/yr) of each employment period to be considered, including the details of at least two contactable referees (should be people who recently worked with the applicant) together with a certified copy of highest qualification. Shortlisted applicants who will be invited for interviews, will be requested to bring all other supporting documentation on the day of the interview. It is the responsibility of applicants in possession of foreign qualifications to submit evaluated results by South African Qualifications Authority. All shortlisted candidates for posts on Salary Level 9 and above will be subjected to a technical assessment that intends to test relevant technical elements of the job. All identified candidates on Salary Level 11 and above will furthermore undergo a competency assessment, which applies transversally across the Public Service. All recommended candidates, irrespective of the Salary Level, will be subject to Employment Suitability Checks (Credit, Criminal, Citizenship, Employment Reference and Qualification Verification Checks). Kindly note that, for e-mailed applications, should you not receive an acknowledgement of receipt/confirmation advice, this could mean that your application did not reach us due to the size of the attachments exceeding 2.5MB. Should this occur, we suggest you resend your application in 2 or 3 parts, splitting the attachments accordingly.

MANAGEMENT ECHELON

POST 06/13: DIRECTOR: SERVICE SUPPORT MANAGEMENT REF NO: HRMC 05/20/01
Branch: Information Services
Directorate: Service Support
This is a re-advertisement, candidates who previously applied are requested to re-apply

SALARY: R1 057 326 - R1 245 495 per annum (Level 13), (An all-inclusive salary package) structured as follows: Basic salary – 70% of package, State contribution to the Government Employee Pension Fund 13% of basic salary. The remaining flexible portion may be structured in terms of the applicable remuneration rules.

CENTRE: Head Office, Pretoria

REQUIREMENTS: An undergraduate qualification in Information Technology/or relevant field at NQF Level 7 as recognized by SAQA. A relevant post graduate qualification will be an added advantage. 5 years’ experience at middle managerial level in the field of IT Service Support. Knowledge of the Departmental legislation, Sound Knowledge of Information Technology Infrastructure Library (ITIL), Sound knowledge and application of the GITO Guidelines and prescripts (E Governance policy frameworks). Sound knowledge of Minimum Information Security Standards (MISS), the position paper on information security ISO 17799 (Information Security framework). Sound knowledge of the Protection of information Act 84 of 1982 and the Promotion of Access to information Act 2 of 2000. Knowledge of the State Information Technology Agency Act 88 of 1998 and regulations. Knowledge of the Public Service Regulatory Framework. A valid drivers’ license, willingness to travel extensively and work extended hours occasionally.

DUTIES: The successful candidate will be responsible for, amongst others, the following specific tasks: Provide strategic direction within the directorate Develop the operational plan for the directorate. Oversee IT service support operations in the department. Develop and manage the Enterprise Operation Centre. Manage the development of service support strategies, plans and operations of IT Help/ Service desk, systems change & release and configuration management units). Provide and manage the workstation support in all HQs and Ports of Entry. Ensure that the services are delivered in accordance to the SLAs and quality standards with all clients. Oversee the development
of all IT changes that could impact on the delivery of services in the department. Manage the re-engineering of the Services/Help desk according to industry best practices. Manage the development of methodologies to improve resolution of logged calls to meet customer perceptions. Build strong relationships with internal and external stakeholders. Oversee the utilisation of technology tools and other resources are used to maximize help desk effectiveness. Develop and manage formal procedures for consistency and increased productivity with service providers. Ensure Development of Configuration Management Database, registration for new systems, software and upgrades. Oversee the coordination and monitoring of central libraries, tools, common codes for safekeeping of the CMS. Manage and implement strategic objectives and innovation within the functional unit. Oversee the Systems Change and Release management function. Manage the delivery of services against the agreed objectives and timeframes. Report on the performance of the directorate against the business plan to the CD. Develop technical expertise and keep abreast of technological advancements. Ensure the implementation of innovation initiatives. Provide advice and guidance on service delivery matters. Ensure the alignment of service delivery/support strategy with the overall DHA strategy. Manage the implementation of ITIL processes to focus on service delivery improvements. Recommend and implement continuous performance improvement initiatives. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Keep abreast with industry and specifically international Public Sector developments. Monitor and participate in the implementation of efficiency improvement projects. Ensure the implementation of effective risk and compliance management practices. Develop and implement governance processes, frameworks and procedures within the unit. Monitor and ensure compliance with legislation, regulations, DHA policies and procedures within the unit. Ensure compliance with all audit requirements within the unit. Represent the unit at management and other government forums. Develops and implements written policies, standards, and guidelines related to IS operations. Manage human, financial and physical resource, strategies, policies and procedures within the directorate. Manage training and development needs of the unit and ensure that these are acted on. Manage and develop effective talent management processes within the unit (attraction, retention and development). Manage the implementation of PMDS within the directorate. Decide on appropriate rewards and promotion on the basis of performance and contribution against agreed targets. Manage grievances, discipline and terminations within the unit. Manage and ensure employees are equipped with the required skills and resources to perform optimally. Ensure that staff is motivated and committed to the vision and goals of the directorate. Manage service providers to ensure the delivery of services according to the SLAs and contracts.

ENQUIRIES : Ms NR Nengovhela Tel No: (012)406 4090