

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE
NOTE

: 03 May 2021 at 12h00 noon. No late applications will be considered.

: Take note of the disclaimer mentioned on each advert during COVID lockdown. It is mandatory that applications with supporting documentation, including signed Z83 be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A Z83 not signed will be deemed a regret. Only send documents related to the requirements in the advert. From 1 January 2021, a new application for employment (Z83) from will be effective. Should an individual wish to apply for a post on or after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za -vacancies. From 1 January 2021 should an application be received using the incorrect application for employment (Z83), it will not be considered. Requirements: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. Application should consist of (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) (2) 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. 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 virtual 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. One of the minimum requirements for SMS is the pre-entry certificate. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> 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.

OTHER POSTS

- POST 13/48** : **JUNIOR INVESTIGATOR: FRAUD INVESTIGATION MANAGEMENT REF NO: JFI/EWR/2021-04-1P**
Fraud Prevention and Case Management
- SALARY** : R316 791 per annum (Level 08), (basic salary)
CENTRE : Pretoria Head Office
REQUIREMENTS : A recognized three-year (3) National Diploma/Degree (NQF 6 with at least 360 credits) combined with three (3) years Forensic Investigation/Forensic Audit and/or Legal experience. A valid driver's license of at least 6 months old (to be attached). Computer knowledge that includes a good working knowledge of the Microsoft Office package. Experience in Case Management system will serve as an advantage. Knowledge of policies and procedures, best recommended practices and internal processes. Knowledge of SA Pension Fund Legislation. Knowledge of Disciplinary Enquiry and Legal Proceedings. Knowledge of the corporate environment. Knowledge of conflict management. Knowledge of Risk Assessment. Interpersonal skills. Investigation skills. Ability to conduct research. Ability to work independently. Technical report writing skill. Effective communication skills both written and verbal. Fraud Investigation knowledge and skill. Professionalism. Quality orientated. Honesty and Integrity. Presentation skills. Analytical thinking. Attention to detail.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Conduct Forensic Investigations in pioneering proactive forensic investigations: Ensure that fraudulent activities are detected through perusal of the reports issued by the Auditor General. Liaise with risk management, internal and performance auditing, detect fraudulent activities and high risk areas within. Support in the Coordination and/or conducting reactive investigations: Ensure that Investigation plans drawn out are executed. Collect and safeguard of evidence. Ensure that formal and informal interviews are conducted. Analyze and evaluate evidence. Draft and issue investigation reports with clear recommendations. Support to promote an anti-fraud culture: Implement the fraud prevention plan of the Department. Promote and implement the whistle blowing policy of the Department. Conduct Remediation: Refer or report cases to other law enforcement agencies. Testify in the departmental disciplinary hearings. Give evidence in the criminal and civil proceedings.
- ENQUIRIES** : Mapule Mahlangu on Tel No: 012 399 2639
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to gpaa15@ursonline.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to conduct Forensic Investigations of fraud and corruption one permanent Junior Investigator position is currently available at the Government Pensions Administration Agency. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Ensure to certify all supporting documents on Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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.
- POST 13/49** : **FIELD SUPPORT ENGINEER: DESK SUPPORT REF NO: FSE/ICT/2021/04-3C**
Information Technology
- SALARY** : R257 508 per annum (Level 07) plus 37% in lieu of benefits
CENTRE : Pretoria Head Office

REQUIREMENTS

: Grade 12 combined with A+, N+ and knowledge of ITIL coupled with two years appropriate experience in a service desk environment/desktop support environment. 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 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 an employee 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. Knowledge of GPAA services and products will be an advantage. Communication skills; project management; strategic decision making; computer literacy; collaboration; problem solving; interpersonal relations; initiative; emotional intelligence; integrity; ability to see the big picture; demonstrable commitment; customer service orientation; structured approach.

DUTIES

: The successful candidate will be responsible for the following functions and include, but not limited to: Desktop Support: Install, configure and troubleshoot OS mainly Windows and 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's 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 user's access to shared resources. Install 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) as per requests, 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. Troubleshoot and resolve incidents through remote desktop. On-site Client care, Implement, maintain and remove End User Devices (EUD). Ensure incidents/requests/problems are logged and resolved within SLA's. Ensure Client Satisfaction and keeping customer informed on the service requested. ICT Workshop maintenance, Provide 1st EUD repair, Load and Configure of OS (Operating System) and required applications. Customer Satisfaction: Ensure Client Satisfaction and Keeping customer informed on the service requested. Establish business relationship with clients and ensure customer centricity is practiced.

ENQUIRIES

: Alletah Mashiane on Tel No: 012 319 1218

APPLICATIONS

: It is mandatory to email your application with the relevant supporting documentation to rhone@telebest.co.za quoting the reference number in the subject heading of the email.

NOTE

: Various 12 month contract positions of Field Support Engineer are currently available at the Government Pensions Administration Agency: ICT Unit. The purpose of the Field Support Engineer is to provide first line resolution desktop support through remote access to GPAA employees. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Ensure to certify all supporting documents on Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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.

POST 13/50

: **CUSTOMER SERVICE AGENT REF NO: CSA/JHB/2021-04-4C**
Client Services

SALARY
CENTRE
REQUIREMENTS

: R208 584 per annum (Level 06) plus 37% in lieu of benefits
: Johannesburg
: An appropriate three year tertiary qualification (at least 360 credits NQF 6) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care preferably in Life Insurance or Employee Benefits or Medical Aid environments OR a Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in processing life insurance/employee benefits or client relationship management/client care preferably in Life Insurance or Employee Benefits or Medical Aid environments. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage The applications of individuals currently residing in the Province applying for may receive preference (Gauteng). Excellent problem solving skills. Excellent presentation skills. Excellent communication skills, both verbal and written. Ability to communicate with clients. Time management skills. Self-management – being able to work independently. Knowledge of Employee Benefits. Knowledge of client relations management. Geographical knowledge of the Province applying for.

DUTIES

: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide quality customer service within CRM: Handle all face to face enquiries received effectively; follow up and finalize enquiries referred to other business units, within the agreed time frames; respond to emails, web queries, posted queries/courier services, faxes within allocated time frame; update on all the relevant GPAA systems. Provide Client liaison services within the office: Respond to escalated queries within allocated time frame; interact with the departments and members regarding outstanding queries; relationship management on any changes happening in the various sections; provide/ request feedback to various clients and stakeholders; follow-up with business units and provide feedback to clients until cases are finalized; effective and efficient administration of documents received; provide administrative support at outreach initiatives. Provide data inputs in the compilation of the reports: Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care; compile and submit daily, weekly and monthly production statistics to the supervisor; check and update consolidated/escalation lists to the supervisor.

ENQUIRIES
APPLICATIONS

: Mapule Mahlangu on Tel No: 012 399 2639
: It is mandatory to email your application with the relevant supporting documentation to gpaateam3@fempower.co.za quoting the reference number in the subject heading of the email.

NOTE

: The purpose of the role is to provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment. Various contract Customer Service Agent positions based at Johannesburg Satellite Office are currently available in the Government Pensions Administration Agency. Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Ensure to certify all supporting documents on Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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.

- POST 13/51** : **LEGAL ADMINISTRATOR: ADVISORY SERVICES REF NO: LA/LS/2021/04-5C**
Legal Services
- SALARY** : R208 584 per annum (Level 06) plus 37% in lieu of benefit
CENTRE : Pretoria
REQUIREMENTS : An appropriate three year tertiary qualification (Degree/ National Diploma or equivalent 3 year qualification at least 360 credits/NQF 6) in Legal with 18 months proven experience in a Legal services environment or Grade 12 with three years proven experience in a Legal services environment. Experience in any of or a combination of the following: interpretation/verification of divorce orders and maintenance orders, opening of divorce files, loading of general legal warnings on CIVPEN and calculation of divorce benefits will serve as an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. A good working knowledge of CIVPEN will be an advantage. Planning and organizational skills, knowledge of Operations within GPAA, knowledge of GEPF fund rules, knowledge of Public Service Act, knowledge of SA Pension Fund Legislation, good interpersonal skills, attention to detail, customer focus, honesty and integrity, office administration, professionalism, good communication skills (written and verbal).
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide legal support services: Liaise with departments and provides pro-active and re-active legal support on issues including but not limited to GEP Law, drafting agreements, debt collection, civil litigation, registering debt in terms of GEP law 1996, evaluating legal documents and labour related issues; Investigate facts, research issues as requested by seniors and communicate findings to seniors; Communicate/liaise with external legal practitioners; Conduct research on topics identified by the seniors; Draft reports on findings and submit to seniors and give verbal advice in relation to GEP Law, 1996 requirements; Respond to queries from members of the public and parties having dealings with the fund on Legal matters; Attend meetings of working groups or technical committees to ensure consideration of legal impacts as and when requested and Keep abreast of developments in law by attending training recommended by Legal and studying new legislation, various law reports and other legal journals, publications disseminating the information to relevant departments. Administration of legal records: Maintain the legal records as required by law and make available when required by the authorized persons; manage and maintain the Fund attorney database; Prepare written review and evaluate data on documents such as claim applications, birth or death certificates and physician or employer records. Provide administrative support to the unit: Perform office administrative activities; Organize office logistical matters; file office correspondence, documents and reports; Draft and type standard correspondence and documents; Completion of forms and documents relevant to the office; Order stationery, refreshments and equipment for the section.
- ENQUIRIES** : Ismael Radebe on Tel No: 012 399 2299
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to john@isilumko.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to provide effective legal administrative and support services for the GPAA. Various Legal Administrator positions are currently available at the Government Pensions Administration Agency – Legal Services. The positions will be filled on a 12 months contract (non-renewable). Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Ensure to certify all supporting documents on Level 1 and 2 of National Lockdown .Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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.