DEPARTMENT OF HOME AFFAIRS

CLOSING DATE : 26 August 2022
APPLICATIONS : Applications must be sent to the correct address specified at the bottom of each position, on or before the closing date; submitted on the new Application for Employment Form (Z.83), obtainable at *www.gov.za;* accompanied by a comprehensive CV only, citing the start and end date (dd/mm/yr) of each employment period to be considered, including the details of at least two contactable employment references (as recent as possible). Shortlisted candidates will be required to submit a copy of their ID document, a valid driver's license (if specified as a job requirement), as well as the relevant highest educational qualifications, on or before the day of the interview. Applicants who possess (a) foreign qualification(s), must also submit the evaluated results of such qualifications, as received from the South African Qualifications Authority (SAQA); and limited to 2.5MB in size, if emailed (applicants will submit only when shortlisted). Should an automated acknowledgement of receipt not be received when an application is emailed, this could mean that the application did not reach the Department due to the size of the attachments. Should this occur, kindly resend the application in 2 / 3 parts, splitting the attachments accordingly. Shortlisted Candidates will be subjected to an interview and technical test(s) (which test Candidates' demonstrated professional and technical competency against the job requirements and duties). Candidates potentially considered suitable after the interview and technical test(s), will be subjected to a competency assessment (which tests the Candidates' demonstrated proficiency in the professional dimensions attached to the level of the post); employment suitability checks (credit, criminal, citizenship, employment references and qualification verifications); and will be required to complete the online "Pre-entry Certificate to Senior Management Services" course. The course is available at the National School of Government (NSG), under the name "Certificate for entry into the SMS". Full details can be obtained via the following link: http://www.thensg.gov.za/training-course/sms-pre-entry-programme/.
Candidates wishing to be considered for appointment, are encouraged to enrol for this course immediately. Appointed persons will be required to enter into an employment contract; serve a prescribed probation period; and successfully undergo an appropriate security clearance process within a prescribed timeframe.

MANAGEMENT ECHELON

POST 30/73 : **CHIEF DIRECTOR: IT SERVICE MANAGEMENT REF NO: HRMC 60/22/1**
Branch: Information Services
Chief Directorate: IT Service Management

SALARY : R1 269 951 - R1 518 396 per annum (Level 14), (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 / Computer Science or related at NQF level 7 as recognized by SAQA. 5 years' experience in Senior management level is required. Extensive experience in ITIL operations. Extensive experience in management of IT Service Support and IT Services Delivery. Knowledge of Public Service Regulatory Framework. Sound knowledge and application of the GITO Guidelines and prescripts (E Governance policy framework consultation paper, IT security policy framework (ISO 17799), MISS, FOSS, Minimum Interoperability Standards). Sound knowledge of the State Information Technology Agency Act as well as the National Archives of South Africa Act. Good knowledge of industry standards and own organisation's business environment. Knowledge of the Public Service Regulatory Framework. Knowledge of Government Wide Enterprise

Architecture Framework (GWEA). All relevant departmental human resources frameworks and other public service acts, regulations and prescripts. Knowledge of Minimum Interoperability Standards (MIOS). Zachman Enterprise Framework. Strategic capability and leadership. Service delivery innovation. Client orientation and customer focus. People management and empowerment. Financial management, accountability and business continuity. Program and project management. Knowledge and Information management. Deciding and initiating action. Management of ITIL operations. Ability to translate IT Language into English. Problem solving and analysis. Research Methodology and Analysis. Influencing and Networking. Communication, business report writing, computer literacy and presentation skills. Coaching and facilitating. Planning, organising and time management. A valid drivers' license, willingness to travel and work extended hours / weekend / on call is required.

DUTIES : The successful candidate will be responsible for, amongst others, the following specific tasks: Manage the development of IT Service Management processes and procedures in the department. Ensure alignment with the National Strategic Objectives, policy and standards (IT Infrastructure Library). Manage the implementation and maintenance of ITIL (Information Technology Infrastructure Library) principles within the ICT department and achieve ISO 20000 accreditation. Develop, implement and maintain a Service Level Management process that includes a Service Catalogue, Service Level Agreements, Operational Level Agreements and regular service reviews with ICT customers. Ensure that an IT Service Continuity plan is developed, implemented, tested and maintained. Develop, implement and manage a change control procedure for the ICT team undertaking the role of Change Manager for the department. Develop, implement and maintain a Configuration Management process ensuring that all hardware and software assets are appropriately recorded and managed. Implement, maintain and develop an ITIL compliant ICT Service Desk. Develop, implement and maintain a software management strategy that ensures the DHA fully complies with software licences and ISO 19770 standards. Ensure that regular external benchmarking of the ICT service is undertaken to ensure that it reflects best practice within the industry. Develop, implement, maintain and proactively communicate ICT policies and procedures to ensure the effective and efficient use of ICT throughout DHA. Ensure that all ICT procurement is undertaken in accordance with the Agency's procurement policies and procedures liaising with the Procurement department as appropriate. Provide strategic leadership and direction to the Chief Directorate. Participate in the development of the strategy for the Department. Ensure the development of the strategic objectives in order to meet the strategic objectives of the department. Responsible for strategic guidance and expert advice in terms of IS Service Management within the department. Ensure the development and implementation of the business plan and the operational plans of the unit. Monitor and report to the DDG on the performance of the unit against the objectives of the DHA Strategic Plan. Position the services of the Service Management Unit as a business partner in the department. Create and build partnerships with various internal and external (national and international) stakeholders in support of the execution of the function. Manage the overall performance of the unit against the agreed service delivery standards. Ensure alignment with the National Strategic Objectives, policy and standards (IT Infrastructure Library). Ensure innovation and service delivery within the Chief Directorate. Ensure the implementation of appropriate policies, procedures, standards, systems and practices in line with Industry standards. Develop and maintain a service management framework that includes practices, standards, standard operating procedures, reporting frameworks and tools. Facilitate the development of technical expertise within the unit and keep abreast of technical developments. Ensures that high level customer service experience is maintained within the IS Branch. Ensure that all incidents and problems are reported, logged, routed, investigated and resolved within the agreed turnaround times. Approve, manage and monitor all IS Contracts and SLAs in conjunction with the Supply Chain Management Unit. Ensure the management of enterprise asset configuration. Ensure the coordination and service delivery of the Regional IS Support offices. Ensures that all phases of help desk support are properly co-ordinated, monitored, logged, tracked and resolved. Ensures the development and maintenance of high integrity help desk software. Ensure effective service level management, financial management, capacity management, availability management and IT

service continuity management to ensure a cost effective IS Service. Ensure effective configuration management, change management, release management, incident management, problem management and the service desk. Ensure effective resource management within the Chief Directorate. Accountable for the duties as sub-program manager in terms of the Public Finance Management Act of 1999 and Treasury Regulations. Prepare, monitor and control the annual budget so that expenditure is in line with financial requirements and the strategy. Ensure effective management of external contractors and suppliers. Ensure effective development and management of internal service level agreements in conjunction with Legal Services. Oversee effective management of moveable assets. Ensure accurate forecasting, budgeting and allocation of resources including forecasting and planning of storage facilities for records management and archiving purposes. Ensure effective people management within the Chief Directorate. Ensure the implementation of skills development strategy. Take responsibility for ICT Service Management team staff, overseeing, in association with others as necessary for their, training and development. Ensure effective talent management (attraction, retention, development). Ensure effective and compliant implementation of performance management. Ensure effective management of grievances, discipline and terminations. Lead and direct staff in the unit so that they are able to meet the objectives set for them. Ensure effective governance and compliance within the Chief Directorate. Provide leadership and strategic direction within the unit in identifying policy gaps, determining policy goals and draft policy documents as needed. Ensure good governance within the unit in line with The Kings Report and other related legislation. Ensure effective management of compliance with legislation, regulations, DHA policies and procedures. Ensure compliance with all audit requirements within the unit (Including contributing to effective information security). Represent the unit at management and other government forums (GITO subcommittees, standing committees). Ensure the development of quality management frameworks, standards and practices. Draft and submit annual, quarterly and monthly reports and reports required or delegated by Ministry, DG, DDG or other Business Units.

ENQUIRIES : Mr N Mabaso Tel No: (012) 406 4980

APPLICATIONS : Quoting the relevant reference number, direct your comprehensive CV, citing the start and end date (dd/mm/yr) of each employment period to be considered, together with an Application for Employment Form (New Z.83), obtainable from any Public Service department or at *www.gov.za,* by the closing date to: isrecruitment@dha.gov.za

POST 30/74 : **CHIEF DIRECTOR: BACK OFFICE IDENTITY DOCUMENT PROCESSING REF NO: HRMC 60/22/2**
Branch: Civic Services
Chief Directorate: Back Office Identity Document Processing

SALARY : R1 269 951 - R1 518 396 per annum (Level 14), (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 Public Management or Administration / Operations Management / Social Sciences / Management Sciences / Law at NQF level 7 as recognised by SAQA. 5 years' relevant experience in a senior management position is required. Extensive experience in operations management. Knowledge of the Constitution of South Africa. Knowledge of Public Service Regulations Act. Knowledge of Civic Services Legislation and Prescripts. Knowledge of the Public Finance Management Act and Treasury Regulations. Knowledge and understanding of Identity (Biometrics) systems. Understanding of other Departmental regulations and prescripts, as well as Human Resources frameworks. Sound knowledge and application of Births, Marriages and Deaths Act, Identification & identity documents Act, Immigration Act as well as Citizenship Act. Strategic capability and leadership. Strategic planning and management. Service delivery and innovation. Client orientation and customer focus. People management and empowerment. Risk, financial and project management. Knowledge, program and project management. Decision making and initiating action. Business continuity, accountability and

communication skills. Business reporting writing and presentation skills. Problem solving and analysis. Influencing and networking. Planning and organising. Operations management, Computer literacy, diplomacy and policy development. Research methodology and analysis. A valid driver's license, willingness to travel and work extended hours or on call.

DUTIES : The successful candidate will be responsible for, amongst others, the following specific tasks: Oversee service delivery improvements on Back Office ID Processing. Provide Strategic advice and guidance on identity issues in relation to different identity modalities. Oversee the processing of effective preparation, verification and dispatch of identity documentation. Oversee the management and maintenance of the automated biometric identification system (ABIS) and all other systems relating to the execution of identification management. Oversee the execution and management of back office ID processes project in the Department. Engage with stakeholders on strategic matters related to Back Office ID processing. Oversee and maintain positive relationships with stakeholders and customers by identifying customer needs • Oversee service delivery within the business context of the back office by ensuring that operations are carried out according to processes and procedures. Lead the service delivery team in the back office, guarantee back office processing and ensure that operations are carried out according to processes and procedures. Build strong partnership and liaise with team management to determine service delivery criteria and solutions in the back office. Oversee the processing of identification status related matters in the back office. Provide strategic leadership and direction in the Chief Directorate on Identity management. Manage back office operations/business plans and service delivery improvement plans within the Chief Directorate. Constant liaison with ID production centres (GPW and associated institutions) to improve service delivery. Liaison with various stakeholder on Identity application, use and verification. Manage staff performance. Oversee the effective verification and recording of identification modalities and related identity processes. Oversee and monitor the implementation of the identification modalities in the back office. Oversee efficient processing, preparation, verification, completion and dispatch of all identification documents. Oversee the management and maintenance of the Automated Biometric Identification System (ABIS) and all other systems relating to the execution of identification management. Oversee effective processing of duplicates around cross-functional teams on proper channel of communication on the management of operations and identity matters. Provide strategic guidance in the back office direct reports, typically comprising of different subsidiaries within the department. Ensuring clarity around priorities and goals for the entire functional area in back office. Market ABIS to potential investors as a strategy to deal with identity fraud to support national economic growth. Recommend requests for investment to a certain level of authority related to back office ID processing. Oversee the executing of back office ID processing through goal results and performance indicators. Oversee the management of production according to required deliverables in back office ID processing. Oversee the management of identity processing project risks including the development and implementation of contingency plans. Engage with programme management on issues emanating from projects identified during the processing of identity in the back office. Oversee the development, review of incident, breaches and implementation of back-end identity system (ABIS) (system security policies, protocols and procedures). Ensure security and verification of ID issued. Provide necessary identity verification information (proof of identity) to ensure convenient but strong verification. Support the IT in the development of digital identity (online digital services) and live verification to support digital account. Develop standards for Identity verification regulations. Implement identity verification. Provide strategic direction and leadership in the Chief Directorate. Develop and implement the Business plan in line with the Annual Performance Plan (APP) to meet the strategic objectives. Provide guidance and expert advice on Back office status ID processing in the department. Report on performance of the Chief Directorate against the Business Plan and Strategic objectives of the Branch. Oversee and manage various strategic projects and programme identified to meet short, medium and long term objectives in the processing of IDs in the back office. Ensure the effective integration of the Back Office ID Processing during annual performance planning, business planning and budgeting processes. Responsible for decision making and risk management on matters related to Back Office ID processing. Monitor and report to the DDG

on the performance of the unit against the objectives of the DHA Strategic Plan. Ensure business transformation and partnership with various stakeholders. Build and maintain partnerships with internal and external stakeholders to ensure effective service delivery. Compile tactical plans aligned to business requirements to ensure effective strategy execution. Manage continuous performance improvement initiatives of the Chief Directorate. Manage continuous performance improvement of ABIS as per Master Level Agreement Document. Review and support the maintenance and planned maintenance of ABIS. Ensure continuous performance of the ABIS system in line with the improved business processes in the best industry practice. Ensure that data migrated from HANIS to ABIS is fully synchronised and ready for use. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Oversee the effective implementation of projects and programmes within the Chief Directorate. Oversee implementation of best practices to contribute towards improved performance. Ensure the development of technical expertise within the unit and keep abreast of technical developments. Monitor effective governance and compliance within the Unit. Provide strategic leadership by identifying policy gaps and determining policy goals. Ensure good governance within the unit in line with Kings Report and other related legislation. Ensure effective management of 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. Develop quality and risk management frameworks, standards and practices. Ensure the effective implementation of all relevant identification legislation, policies, procedures and regulations. Draft and submit reports that are required or delegated by Ministry, DG, DDG or other Business Unit. Manage human, physical and financial resources. Prepare, monitor and control the annual budget so that expenditure is in line with financial requirements and the strategy of the Unit. Ensure effective management of external contractors and suppliers within the Unit. Ensure effective development and management of internal Service Level Agreements. Oversee effective management of physical assets in line with Supply Chain Management Framework. Ensure the sustainable financial management of the unit in accordance with the Public Finance Management Act (PFMA) of 1999 and Treasury Regulations. Ensure the development and implementation of skills development strategy. Ensure effective talent management within the unit (attraction, retention, development). Ensure effective and compliant implementation of performance management within the unit and the Department. Ensure effective management of grievances, discipline and terminations within the unit and the Department.

ENQUIRIES	:	Mr T Sigama Tel No: (012) 402 2166/7
APPLICATIONS	:	Quoting the relevant reference number, direct your comprehensive CV, citing the start and end date (dd/mm/yr) of each employment period to be considered, together with an Application for Employment Form (New Z.83), obtainable from any Public Service department or at *www.gov.za,* by the closing date to: Civicsrecruitment@dha.gov.za