

DEPARTMENT OF HOME AFFAIRS



CLOSING DATE : 04 November 2022

NOTE : 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 40/67 : **CHIEF DIRECTOR: INFRASTRUCTURE MANAGEMENT REF NO: HRMC 79/22/1**
Branch: Information Services
Chief Directorate: Infrastructure 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 REQUIREMENTS : Head office, Pretoria
: An undergraduate qualification in Information Technology / Computer Science at NQF level 7 as recognised by SAQA. 5 years' experience at a senior management level. Extensive experience in Information Services Infrastructure. Extensive experience in Programme and Project Management. International technology certifications on various infrastructure platforms. IT Service Management certification (any internationally recognised body). Knowledge of the South African Constitution. Sound knowledge and application of the Government ICT Requirements and Frameworks. Knowledge of the State Information Technology Agency Act 88 of 1998. Knowledge of the E government policy framework. Sound knowledge of the National Strategic Intelligence Act. Knowledge of the Public Service Regulatory

Framework. Knowledge of the Department's Legislation and Prescripts. Strategic capability and leadership. Service delivery innovation. Client orientation and customer focus. People and management and empowerment. Financial, change and risk management. Program and project management. Communication. Knowledge and information management. Deciding and initiating action. Technical expertise in IS infrastructure. Problem solving and analysis. Capacity planning. Policy development. Research methodology and analysis. Business report writing. Coaching and facilitating. Planning, organizing and time management. Delivering results. Diplomacy. Computer literacy. Willingness to travel and be on call as well as overtime work when required.

DUTIES

: The successful candidate will be responsible for, amongst others, the following specific tasks: Oversee the operation of the Data Centre through the product development cycle. Oversee the management of performance, availability, response, trends and error rates of all servers and desktops are resolved. Ensure the business continuity and configuration management to ensure sustainability and availability of servers. Ensure the management of operations of servers, power management of all hardware devices. Ensure the management of data centres, software, input and output devices. Oversee the management of the server room security of the data centre such as fire safety have secure access. Ensure availability of systems 24/7 with periodic maintenance of upgrades, electrical installation, shutdowns and renovations. Oversee multiple tasks of high complexity, risk and exposure in accordance with the design of the facility and equipment supporting a Tier 3 Data Centre. Ensure the availability of Data Centre security through the administration of storage, users identification and security procedures (i.e. Password and user ID). Ensure the management of data centre environment is well, maintained and there is power safety. Execute the performances, availability, response, trends and error rates reports of all servers and resolve or escalate issues. Oversee the management of product level systems requirements and architectures to ensure successful deployment. Recommend vendors and services contractors to ensure the best value is being delivered to the department. Oversee the development and review of data centre operation's policies. Oversee the management of WAN and LAN and Infrastructure operations. Oversee the management and availability of IS communication infrastructure network in the department. Oversee the management of identified potential threats and liaise with IS security for resolution / addressing threats. Oversee the overall performance of the WAN and LAN against the agreed service delivery standards and guidelines. Oversee the effective management, maintenance and upgrading of relevant technology infrastructure. Ensure the effective management of data centre operations. Oversee the development implementation of comprehensive business continuity plan for technology infrastructure. Provide strategic advice and recommendations on infrastructure architecture to ensure the reliable performance and delivery of the networks. Ensure that complaint measures are identified and implemented to ensure the operation of the network security. Oversee the operation of high quality transmission on the network across the department. Oversee the development of capacity planning of the technology infrastructure for anticipated business and market growth. Provide strategic vision and direction in IS security aspects of the department. Oversee the implementation of information systems security technology strategy that relates to the overall departmental strategy. Oversee the development and management of communication IS security architecture framework. Oversee the development of IS security strategy and roadmap for the security infrastructure. Lead the information system security architecture and engineering services. Oversee the implementation of technical and non-technical security in line with the variety of IS security requirements. Oversee the management of information security technology strategy and baseline. Oversee IS security development process and security engineering across the security enterprise. Oversee IS security system fundamental element of the technology architecture. Ensure the translation of technical IS security vulnerabilities into business risk terminology. Define information system security mitigating controls and design plans for remediation. Translate technical security vulnerabilities into business risk terminology. Oversee the project teams in research and design phases, to ensure that information security is a fundamental element of the architecture. Participate in the development of the strategy for the Department. Ensure the development of

the infrastructure Unit strategic objectives in order to meet the strategic objectives of the department. Ensure the development and implementation of the business plan and the operational plans of the Unit. Responsible for strategic guidance and expert advice in term of IS infrastructure services within the department. Ensure implementation of the business plan of the Unit. Monitor and report to the DDG on the performance of the Unit against the objectives of the DHA Strategic Plans. Guide the department on the prioritisation of infrastructure initiatives and upgrades. Manage the overall performance of the unit against the agreed services delivery standards. Create and build partnerships with various internal and external (national and international) stakeholders in support of the execution of the function. Ensure alignment with the National Strategic Objectives, policy and standards. Provide leadership and strategic direction within the Unit in identifying policy gaps, determining policy goals and draft policy goals and draft policy documents. 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 within the Unit. Ensure compliance with all audit requirements within the Unit (including contributing to effective information security). Represent the Unit at management and other government forums as and when directed (GITO subcommittees, standing committees). Ensure the development of quality management frameworks, standards and practices. Draft submit reports required or delegated by Ministry, DG, DDG, or other Business Units. Manage the performance of external services providers. Oversee the implementation of IS infrastructure policies, procedures, standards, systems and practices. 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 within the Unit. Ensure effective development and management of internal services level agreements in conjunction with Legal Services. Oversee effective management of moveable assets within the Unit. Ensure accurate forecasting, budgeting and allocation of resources in accordance with the Public Finance and Management Act (PFMA) of 1999 and Treasury Regulations. Ensure the implementation of skills development strategy within the Unit. Ensure effective talent management of skill development strategy within the Unit. Ensure effective talent management within the unit (attraction, retention, development). Ensure effective and compliant implementation of performance management within the Unit. Ensure effective management of grievances, discipline and terminations within the Unit. Lead and direct staff in the Unit so that they are able to meet the objective set for them. Drive a culture of customer service and operational excellence within the Unit. Ensure that managers are equipped with the required skills to manage transformation and transition.

- 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 40/68** : **DIRECTOR: SERVICE SUPPORT MANAGEMENT REF NO: HRMC 79/22/2**
Branch: Information Services
Chief Directorate: Information Technology Services Management
- SALARY** : R1 073 187 - R1 264 176 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 qualification at NQF level 7 as recognised by SAQA. 5 years' experience in middle management / specialist field. Extensive experience in IT Service Support (Management of Service Desk and Desktop Support). Extensive experience in managing configuration, change and release. Sound knowledge and application of the Government ICT guidelines and prescripts (E Government policy framework). Sound knowledge of Minimum Information Security Standards (MISS) Minimum Interoperability Standards, Government's

Free and Open Source Policy, The position paper on information security ISO 17799 (Information Security framework), National Strategic Intelligence Act and the Draft Electronic Transactions Bill. Sound knowledge of the Protection of Information Act of 1982 and the promotion of Access to Information Act of 2000. Knowledge of the State Information Technology Agency Act 88 of 1998. Knowledge of the Public Service Regulatory Framework. Knowledge of Information Technology Infrastructure Library (ITIL) or other service management models. Knowledge of the Departmental legislations and prescripts. Operational capability and leadership. Service support management. Client operation and customer focus. People management and empowerment. Financial management. Business continuity, program and project management. Change and configuration management. Decision making and accountability. Problem solving and analysis. Business report writing and presentation skills. Influencing and networking. Computer literacy and facilitation skills. A valid driver's license and willingness to travel.

DUTIES

: The successful candidate will be responsible for, amongst others, the following specific tasks: Coordinate the implementation of relevant projects within the business units to ensure that projects are implemented to best practice standards, time, quality and budget. Coordinate and attend to complex customer incidents, associated customer communication, activities and any appropriate escalations. Manage the coordination of incidents logged in line with SLA's and quality standards. Ensure the collaboration with third party suppliers to ensure performance and provision of services and quality to meet or exceed the Departmental service levels. Lead and direct the IT Service Desk Support on incident logging system to provide a more effective and efficient service to customers. Lead and direct the IT Service Desk team to acquire and use cybersecurity skills in support of the work of the Branch. Ensure that the IT Service Desk is fully using appropriate knowledge management tools and practices in order to provide a more effective and efficient service to customers. Manage effective and efficient transfer of customer systems into the Service Desk team from the point of go-live. Lead and direct re-engineering of the help desk, incident and problem management according to best practices and security requirements. Manage the development of and monitoring of procedures for consistency and increased productivity in the IT Service Desk. Manage the coordination and implementation of improved methodologies on first call resolution and management of customer perceptions regarding IT service desk operation. Ensure that appropriate technology tools are used to maximise help desk effectiveness. Manage the coordination and maintenance of the IT service risk register and ensure that all identified risks are coordinated in an appropriate manner. Ensure that user expectations in accordance with relevant IT service desk SLA are met and, where possible, exceeded. Manage the design and implementation of procedures for the distribution and installation of changes to IT systems. Ensure effective communication and monitor expectations for internal and external customers' requirements during the planning and roll out of new release. Lead and direct the management of awareness on the change management processes including the induction of new staff into the IT environment. Ensure constant improvement of change management processes concerning IT changes and releases. Ensure the understanding on the impact that change and release may have on the end-to-end process and mitigate associated risk in conjunction with the project office. Engage with internal and external stakeholders in order to improve change and release management processes. Lead and direct the design of IT change and release management in line with IT best practice. Lead and direct the development of change and release policy, processes, procedures and standards. Ensure that the institutionalising of IT change and release management government structures. Manage change and release systems ensuring that relevant documentation / inventory is stored and easy to retrieve. Ensure that change and release processes and procedures are adopted in the Department. Ensure the establishment of configuration identification, change control, status accounting, and audits. Lead and direct the coordination of the existing Configuration Management Database (CMDB) and ensure the implementation of identified upgrades. Lead and design configuration management planning to identify Configuration Items (CI) and the information to be recorded on the Configuration Management Systems (CMS). Manage the development and implementation of configuration management policies and standards. Manage the coordination and implementation of configuration management tools to track and manage CIs. Ensure that the CI database,

details of every CI change, register new records of all the changes are effectively monitored. Ensure that the documentation necessary to implement and monitor configuration practices and reviews are generated in the system. Lead and direct the implementation of configuration changes and methodologies ensuring that they are properly followed and communicated according to standard operating procedures. Manage the evaluation and approval or disapproval of new changes in configurations. Ensure accountability for configuration process improvement programs in the Department. Lead and direct status meetings to agree on system interfaces related to configuration management. Lead and direct central libraries, tools, common codes and data to ensure safekeeping of the CMS. Develop and implement the operational plan for the directorate. Provide strategic direction within the directorate. Manage the delivery of services against agreed objectives and timeframes. Report on the performance of the Directorate against the business plan of the Chief Directorate. Develop technical expertise and keep abreast of technological advancements. Ensure the implementation of innovation activities. Provide advice and guidance on service delivery matters. Ensure the alignment of service delivery strategy with the overall DHA strategy. Manage the implementation of ITIL and SANS processes to focus on service delivery improvements. Compile statistical plans aligned to business requirements to ensure effective strategy execution. 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. Oversee successful system and process enhancements, updates and amendments in the Unit. Monitor and participate in the implementation of efficiency improvement projects. 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. Monitor quality, risk, standards and practices against prescribed frameworks. Develop and implement written policies, standards, and guidelines related to IS operations. Ensure that departmental policies are adhered to. Confer with Contract and SLA Officers to gather suggestions for improvements and to detect knowledge management challenges. Manage training and development needs of the unit and ensure that these are acted upon. Manage and develop effective talent management processes within the unit (attraction, retention & development). Manage the implementation of complaint performance management 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 that 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
APPLICATIONS**

: Mr N Mabaso Tel No: (012) 406 4980
 : 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 40/69

: **DIRECTOR: INFORMATION SYSTEMS AUDIT REF NO: HRMC 79/22/3**
 Office of the Director-General
 Chief Directorate: Internal Audit Services

SALARY

: R1 073 187 - R1 264 176 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
REQUIREMENTS**

: Head Office, Pretoria
 : An undergraduate qualification in Commerce / Internal Audit or related field at NQF level 7 as recognised by SAQA. CISA, CISM and CIA or equivalent qualification will be an added advantage. 5 years' experience in middle / senior

management level. Knowledge of the South African Constitution. Knowledge of the Public Service Regulations as well as the Public Finance Management Act (PFMA). Knowledge of International Internal Audit Standards. Understanding of all departmental legislation and prescripts. Knowledge of King IV report and governance principles. Knowledge of the National Treasury Regulations. Knowledge of Professional Standards for the Practice of Internal Auditing. Knowledge of Finance and Accounting systems and practices. Knowledge of change management. SMS handbook. Strategic capability and leadership. Service delivery and innovation. Client orientation and customer focus. People management and empowerment. Financial, change and knowledge management. Honesty and integrity. Programme and project management. Communication and decision making. A valid driver's license, willingness to travel and work extended hours when required.

DUTIES

: The successful candidate will be responsible for, amongst others, the following specific tasks: Ensure effective Internal Audit service operations in the Department. Participate in the development of Internal Audit methodologies to guide execution of audit agreements. Develop a Directorate's risk based Three Year Rolling Plan and Annual Internal Audit Plan to determine the priorities of Internal Audit actions consistent with departmental goals and objectives for approval by the Chief Audit Executive. Ensure completion of the Directorate's Audit Coverage plan as per the approved Annual Internal Audit Plan and in accordance with the Internal Audit methodology. Secure acceptance and approval of the Audit deliverables in line with the project plan. Apply effective project management processes, procedures and standards are adhered to. Manage quality throughout the projects and ensure minimal quality assurance standards are achieved. Facilitate data analytics / CAATs usage into the whole CD Internal Audit Services and provide technical support on analytics tools and audit management software. Provide input and contribution on the conducting of IT risk assessment. Oversight of the effective implementation of System Development and systems enhancement initiatives. Provide status reports on the CAE and progress updates to auditee' senior management. Ensure effective reporting to senior managers and audit committee so that audit matters and compliance can be addressed. Follow-up on recommendations made and status of implementation / non implementation on agreed audit action plans of audits conducted. Provide supervision and coaching to audit teams throughout the engagement cycle. Ensure sourcing, contracting and managing external service providers used to approve change audit initiatives so that they deliver on time, within the budget and quality requirements and the governance protocols of the Department are adhered to. Manage and implement strategic objectives and innovation within the Directorate. Provide leadership and strategic direction within the directorate. Participate in the development of the strategy for the department. Ensure the development of the Directorate business plans in order to meet the strategic objectives of the business unit. Responsible for strategic guidance and advice in terms of the effective and efficient internal control, compliance with regulatory frameworks governing the profession of internal audit. Plan, coordinate and conduct relevant meetings, including team management and stakeholder meetings. Ensure compliance with all communication requirements within the Directorate. Effectively manage the performance of the Directorate against agreed service level agreements, business requirements and targets. Determine resources required for the ensuing financial year to achieve objectives of the business Unit. Development and implementation of policy and procedure, Directive Acts and Regulations. Establish and sustain an environment where behaviour of staff demonstrates commitment, enthusiastic acceptance of responsibilities and high level of motivation and job satisfaction. Provide relevant, quality and user-friendly product and service to our stakeholders. Develop and review communications policies and code of practice for the Directorate. Create and build relationships and partnerships with various internal stakeholders in order to enhance service delivery. Build relationship with external auditors and other assurance providers. Ensure compliance with policies, procedures and prescripts. Determine appropriate resources to achieve objectives. Ensure compliance with all audit requirements, quality and risk management frameworks, standard and procedures. Plan the production of annual reports in line with corporate strategy. Manage physical, human and financial resources. Ensure that the preparations of the budget are in line with strategic plans and department objectives. Ensure proper implementation of the budget by monitoring, projecting & reporting on expenditure and ensuring that the

budget spending is maximised in line with strategic objectives. Submit valid certified invoices to Finance. Coordinate memorandum of understanding, service level agreements and expenditure review. Ensure capacity and development of staff. Enhance and maintain employee motivation and ensure a culture of performance management. Identify human resource requirements and ensure that the Unit is adequately staffed. Improve recruitment turn-around times, and the applicable vacancy rate is maintained to ensure improved service delivery. Manage the implementation of Performance Management and Development Framework as well as the Absenteeism Management Framework within the Business Unit. Ensure good governance and compliance within the Directorate. Develop and implement governance progresses, frameworks and procedures within the Unit. Establish the Directorate's risk register and develop the mitigation strategy and monitor the implementation thereof. Implement governance processes, frameworks and procedures. Monitor and ensure compliance with legislation, regulations, DHA policies and procedures within the Unit. Ensure compliance with all audit requirements within the Unit i.e implement Audit Action Plan and recommendations from Audit reports. Represent the Unit at management and other government forums.

ENQUIRIES
APPLICATIONS

- : Mr H Chiloane Tel No: (012) 406 4281
- : 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: Legalrecruitment@dha.gov.za