

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



- APPLICATIONS** : It is mandatory to apply on the following URL <https://applybe.com/gijima/search/results/all/> with a comprehensive CV and new Z83 signed attached. Follow all steps.
- CLOSING DATE** : 19 May 2023 before 12h00 noon. No late applications will be considered.
- NOTE** : Take note of the Disclaimer Mentioned on each advert. It is mandatory that applications which consist of a signed Z83 and comprehensive CV be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications send 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. From 1 January 2021, a new application for employment (Z83) form will be effective and if the old Z83 is used, it will be deemed a regret. Should an individual wish to apply for a post 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](http://www.dpsa.gov.za/vacancies) or <http://www.gpaa.gov.za> Requirements: Applications must be submitted on the new form Z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) and (b) a duly completed Z83 (refer to Circular No 19 of 2022 in this regard). The applicant is encouraged to attach supporting documentation such as ID, all qualifications and driver's license (where applicable) – no need to be certified, as this assists in the turnaround time of the recruitment process. Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the GPAA. Note that certain information contained in the application (CV and Z83) may be verified through the request for official documents and or other methods of verification and proof (when shortlisted). The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome 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 six (6) 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 applications on 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 an annual performance agreement and will be required to undergo a security clearance.

#### OTHER POST

**POST 15/44** : **SYSTEM ADMINISTRATION AND SUPPORT ADMINISTRATOR REF NO: ADM/SASA-BSS/2023-04-1P**  
Business Support Services

**SALARY** : R241 485 per annum (Level 06), (basic salary)  
**CENTRE** : Pretoria Head Office  
**REQUIREMENTS** : An appropriate three-year tertiary qualification (at least 360 credits NQF level 6) with 18 months proven experience within a System Administration and Support environment or A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience within a System Administration and Support environment. Computer literacy that include a good working knowledge of Microsoft Office products. ITIL courses will serve as an advantage. Knowledge of: Employee benefits, schemes and funds. Applicable legislation. IT environment (working knowledge). GEPF services and products. Applicable Testing Methodology and / or related testing courses. Skills and competencies: Business analytical skills. Organising and problem-solving skills. Above average communication skills (verbal and written) and the ability to communicate at all levels. Customer oriented. Ethical business conduct. Ability to work under pressure. Ability to take responsibility. The applicant is encouraged to attach supporting documentation such as ID, all qualifications and driver's license (where applicable) – no need to be certified - as this assists in the turnaround time of the recruitment process. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

**DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Assist in the operation of System Administration: Co-ordinate the generation of exception reports and correct data errors revealed from the extract of Actuarial Data. Maintain application forms and electronic submissions via ITSM solution in line with ITIL framework. Create, copy and update code files and system releases between Pre-production and Production. Create and maintain standard operating procedures for BSS / System management for the ITIL components. Communication of System availability via global email. Implementation of annual pensioner increases and increase letters. Monitor System mailboxes and provide support. Provide support to Auditors regarding application, law, policies and instructions. Administer ITSM solution (Kaseya), including testing of upgrades and enhancements. Call co-ordination of all BSS / System Management incidents / service requests / problems as allocated. Control of process and data distribution to Actuaries. Identify and access management (IAM). Support of System Administration processes: Ensure the integrity and quality enhancement of business transactions. Remove and facilitate the removal of system warnings. Fix system errors and payment instructions. Merge members to fix systems errors through Workflow. Merge members and system errors routed for correction. Give system access (Allocate new users, updating of existing users, resetting of passwords and archiving users) for all supported applications. Create and maintain system profiles. Release system programs between pre-production and the production environments and execute release management activities for deployments. Liaise with external parties for access to the GPAA and GEPF data base. Control and execute the complete System Development Life Cycle (SLDC) for new business system solutions, system errors and system corrections, enhancements and new system releases.

**ENQUIRIES** : Courtney Usher Tel No: (010) 449 5000 (from Gijima) or Ismael Radebe on 012 399 2299

**NOTE**

: The purpose of the role is: To provide support of System Administration and Support processes within GPAA. One permanent position as Administrator: System Administration and Support within BSS is currently available at GPAA Head Office