

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE
NOTE

: 02 June 2023 before 12h00 noon No late applications will be considered.

: 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 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. 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 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). When applying through the online system, applicants are required to attach copies of all qualifications including National Senior Certificate/Matric certificate/equivalent/ID, etc., however, these documents need not be certified at the point of application, but certification will be required prior to attending the interview. 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. 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 POSTS

- POST 17/45** : **ASSISTANT DIRECTOR: ELECTRONIC INFORMATION SYSTEMS OFFICER REF NO: ASD-EISO/IS/2023-04/1P**
ICT Security
- SALARY** : R424 104 per annum (Level 09), (basic salary)
CENTRE : Pretoria Head Office
REQUIREMENTS : An appropriate three-year National Diploma/ B Degree/ BTech or equivalent 3 - year qualification (minimum NQF 6 with at least 360 credits) in Computer Science, IT Information Systems coupled with a minimum of three years' experience (ideally four years) within the relevant Communication Technology / Information Security / ICT / Cyber Security field. Knowledge of Understanding firewalls, proxies, SIEM, antivirus and IDS concepts. Knowledge of Security solution testing and implementation. Knowledge of Information Security monitoring and evaluation. Knowledge of Software imaging and standardization. Knowledge of Information Security Rules and Regulations e.g. Minimum Information Security Standards (MISS). Protection of Personal Information Act (POPI). Protection of Access to Information (PAIA). Electronic Communications and Transactions Act. Knowledge of National Archives legislation, prescript and regulations. Report writing skills. Time management. Presentation skills. Communication skills (verbal and written) with the ability to communicate at all levels. Decision making skills. Troubleshooting & problem solving. Organisation and coordination. Customer oriented. Teamplayer. Ability to build strong network relationship. Work independently. Persuasiveness. Integrity. Multi focused. Reliability. Stress coping ability. 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.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Implement secure protocols: Acts proactively to prevent potential disaster situations by ensuring that proper protections are in place, such as Intrusion Detection Systems (IDS), Intrusion Prevention Systems (IPS), Firewalls properly configured. Ensure that the network infrastructure (devices) operating systems and /or firmware is up to date and backups are performed regularly. Evaluate security incidents and determines the response, if any is needed and coordinate. Deploy detection and prevention tools to thwart malicious hacks (e.g. phishing attempts). Monitor network and application performance to identify irregular or regular activities (eg. usage and misuse cases). Work together with the network security and antivirus teams to perform or carry out health checks of security devices and systems at regular intervals. Educate or advise the user community upon violation or misuse of company resources. Consult with service providers, application owners and help to define and or update processes, rules and policies for antiviruses, malicious code prevention as required. Provide monthly status feedback or update in the form of written reports highlighting coverage, the currency of updates, trends, progress etc. Sensitize the ICT Security management about potential ICT risk and vulnerabilities for dissemination to business. Assist or lead in the development of appropriate solutions and monitor the successful implementation thereof. Work with the business to assess computing needs and security requirements. Revision of email and internet policies to be aligned with ever changing IS/ICT landscape. Coordinate security awareness activities and initiatives designed to influence employee behavior: Participate in operational planning and regularly report about status of operations and projects. Plan and implement initiatives to monitor employee behavior in terms of compliance with information security policies and standards. Participate in the administrative processes of the division. Assist in the development of security policies, standards and best practices for the GPAA information Security (help set and maintain security standards).
- ENQUIRIES** : Courtney Usher Tel No: (010) 449 5000 (from Gijima) or Felicia Mahlaba Tel No: 012 319 1455
- APPLICATIONS** : It is mandatory to apply on the following URL <https://applybe.com/gijima/search/results/> with a comprehensive CV and new Z83 signed attached. Follow all steps.
- NOTE** : The purpose of the role is to assist with assessment, development and implementation of programs and controls set in place to preserve the integrity and security of sensitive data and information stored and processed by various

network systems. One permanent position of Assistant Director: Electronic Information Systems Officer is currently available at the Head Office.

- POST 17/46** : **OFFICE SUPERVISOR: UMTATHA SATELLITE OFFICE REF NO: OS/URO/CRM/2023/02-1P**
Client Services
- SALARY CENTRE REQUIREMENTS** : R359 517 per annum (Level 08), (basic salary)
: Umthatha
: An appropriate Bachelor's Degree/National Diploma or equivalent three year qualification (NQF6 with at least 360 credits) with three (3) years appropriate experience in the Client Relations environment and/or combined with Employee Benefits Administration experience of which one (1) year include supervisory experience. 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 spoken in the province where applying. Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEPF services & products. Geographical knowledge of the region applying for. Good analytical skills. Good customer relations. Problem solving skills. Presentation skills. Communication skills (verbal and written) with the ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. 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.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Monitor and resolve queries within CRM referred from front line service points/mobile office within Service Level Agreements: Ensure follow-ups and finalization of enquiries referred to other business units, within the agreed time frames. Ensure that emails, web queries, posted queries/courier services, faxes are responded to within allocated time frame. Provide further information from other business units required to resolve inquiries. Ensure completion of the updating on the systems. Resolve queries and complaints escalated by CSA. Monitor quality of service provided by CSA's. Compile report and give feedback to the relevant stakeholders/clients: Compile and edit reports. Assist with the annual audit. Report on activities within back office or mobile office. Check and update consolidated/escalation enquiries and complaints. Provide and monitor Client Liaison Services within the office: Interact with other departments on outstanding queries. Provide relationship management on any changes happening in the various business units. Provide/request feedback to various stakeholders via emails or telephone on / for outstanding information as well as on finalized cases. Manage the administration of documents received. Ensure that all documents are scanned and indexed. Provide administrative support at outreach initiatives. Supervision of the staff: Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions.
- ENQUIRIES** : Application enquiries: Destiny Penniken Tel No: (011) 883 5035
General enquiries: Ismael Radebe on Tel No: 012 399 2299
- APPLICATIONS** : It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps
- NOTE** : The purpose of the role is to oversee and implement the administration of client's services at provincial/branch/mobile office. One permanent position of Office Supervisor is currently available at the Government Pensions Administration Agency: Client Services Section – Umthatha Satellite Office.