JOB PROFILE

1. Position Detail

Job Title	Manager ICT
Job Grade	
Date Reviewed	June 2024
Location	Auckland Park, Johannesburg

Position in the Organisation:

Department	Information Communication Technology (IT)
1st Line Manager	Executive Manager: Corporate Services
2nd Line Manager	Chief Executive Officer (CEO)
Direct Subordinate(s)	ICT Specialist

Overall Purpose of the Job

Purpose Statement
To provide advanced technical support to MDDA, lead ICT projects and ensure the overall stability and efficiency of MDDA's ICT infrastructure. To attend to complex ICT queries and mentor and coach junior staff to transfer ICT skills and knowledge.

Education (Formal Qualification Required)

Minimum
NQF Level 7 Qualification in Information Technology or equivalent (e.g. B Degree)

Advantageous
NQF Level 8 Qualification in Information Technology or equivalent (e.g. Hons Degree)

Legal Requirements (e.g. Driver's License, etc.)

Detail
IT Certification i.e. MCSE or MCSA

Experience (Experience Required - Number of years)

Minimum
10 years ICT experience with 5 in management

Advantageous
System administration experience

2. Position Description

Key Performance Area / Main Output	Detailed Description / Inputs	Weighting
ICT Strategy Implementation Support	- Contribute towards the development of the ICT annual operating plan in consultation with the line manager - Continuously evaluate ICT trends and anticipated ICT requirements to implement the ICT annual operating plan - Develop and maintain ICT policies and procedures, and submit to the line manager for review and approval - Identify and communicate potential ICT weaknesses and risks, developing appropriate risk mitigation plans for approval by the line manager - Conduct ICT system reviews to ensure accessibility to the systems - Provide insights and recommendations on technology trends and advancements to drive innovation	10%
Technical Support & Troubleshooting	- Provide expert-level technical support to end-users, resolving complex ICT issues - Trouble shoot problems with remote and local users to analyse, diagnose and resolve complex application and operating system related problems - Diagnose and troubleshoot hardware, software, and network-related problems	25%
Infrastructure Support	- Lead the design, implementation, and maintenance of the organisation's ICT infrastructure - Ensure the security, reliability, and performance of servers, networks, and systems - Monitor system performance and conduct regular assessments of the existing IT infrastructure, and propose optimisations for efficiency and cost-effectiveness	20%
ICT Security & Service Continuity	- Implement and enforce ICT security policies, ensuring the confidentiality and integrity of data - Keep abreast of industry trends and emerging technologies to recommend security enhancements - Monitor the implementation of ICT disaster recovery and back-up procedures and perform an annual review on systems - Implement and report on ICT security and control structures - Produce assessment and threat vulnerability reports for submission to the line manager	20%
ICT Special Projects	- Lead and manage ICT projects from conception to completion, ensuring timely delivery and adherence to quality standards - Collaborate with cross-functional teams to implement new technologies and solutions - Provide technical expertise and guidance during project planning and execution	10%
Vendor / Service Provider Management	- Evaluate and manage relationships with external vendors / service providers - Collaborate with vendors / service providers to implement and maintain third-party solutions - Negotiate contracts, in consultation with the line manager and the Legal Department - Monitor service provider adherence to contractual terms and conditions, alerting the line manager of any non-compliance	5%
Mentorship/Skills Transfer	- Capacitate staff by providing in-house training and advise on ICT policies and procures - Coach the more junior staff member/s to transfer skills and knowledge	5%
Budget Control	- Prepare the annual budget for ICT in consultation with the line manager - Monitor expenditure against approved budget, providing variance analysis and monthly reporting - Recommend procurement in compliance with supply chain prescripts	5%

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3. Competencies (Knowledge, Skills and Behavioural Attributes) - Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Knowledge	Skills	Behavioural Attributes
Information Technology (hardware, software, infrastructure, network and systems)	Communication	Analytical
Contract management	Problem solving / troubleshooting	Attention to detail
Budgeting principles	Presentation / facilitation	Accuracy
Project management principles	Time management	Deadline driven
Business analysis	Planning and organising	Team player
	Reporting	Innovative
	Interpersonal	

4. Special Requirements

Detail
Will be required to be available 24/7