



DEPARTMENT OF WATER AND SANITATION

- APPLICATIONS** : Centre: Head Office (Pretoria): Please forward your applications quoting the relevant reference number to the Department of Water and Sanitation, Private Bag X350, Pretoria, 0001 or hand deliver to Continental Building, Corner of Visagie and Bosman Street, Pretoria. For attention: Ms LI Mabile.
- CLOSING DATE** : 17 August 2018 TIME: 16h00
- POST** : DIRECTOR: INFORMATION SYSTEMS OPERATIONS REF NO: 170818/02
- BRANCH** : CORPORATE MANAGEMENT, DIR: INFORMATION SYSTEMS OPERATIONS
- SALARY** : R948 174 per annum (all Inclusive package), (Level 13)
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A Bachelor Degree in Information Technology (NQF 7). Five (5) years IT Operations Management experience should be at a middle / senior management level. ITIL certification. Demonstrated experience in the development of IT Operational plans, policies, Standards, and procedures. Demonstrated experience in IT service Management, Service level management and IT contract management with the ability to produce reports. Experience with support and troubleshooting of personal computers, servers and network devices. Strong dedication to customer service. A valid driver's licence(A certified copy must be attached).
- DUTIES** : Manage and oversee the ICT service desk as a single point of contact for ICT services. Manage Service Level Agreements of the Department. Manage the IT Service Management process. Responsible for the IT Assess lifecycle management. Perform appropriate End user support including transversal systems to Head Office and Regional offices for the Department of Water and Sanitation's standard hardware, software and voice/data network solutions as appropriate in accordance with standards, policies and procedures. Administer and maintain information technology systems (Data Centre Servers, LAN and WAN equipment). Responsible for installation, and life-cycle maintenance of PCs, servers and LAN network connectivity equipment. Development and alignment of IT operational plans in collaboration with the Chief Information Officer (CIO). Regular monitoring and reporting of IT Operational activities. Ensure IT operation's compliance in accordance with ICT standards, policies and procedures. Any other duties as assigned.
- ENQUIRIES** : Mr A Kekana, Tel 012 336 8701