



DEPARTMENT OF WATER AND SANITATION

NOTE: Applications must be submitted on a signed and dated Z83 form, obtainable from any Public Service Department, and should be accompanied by a comprehensive CV as well as certified copies of qualifications and Identity document. No late, faxed applications will be accepted. Correspondence will be limited to shortlisted candidates only. If you have not heard from us within two (2) months of the closing date, please accept that your application was unsuccessful. Preference will be given to previously disadvantaged groups. Successful applicants will be required to undergo standard Government security clearance procedures including verification of qualifications. Should you be in a possession of a foreign qualification(s), it must be accompanied by an evaluation from South African Qualification Authority (SAQA). "All SMS shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools" People with disabilities are encouraged to apply for the posts. People who are not employed by the Public Service Departments are welcomed to apply for posts. The department reserves the right not to make an appointment.

- APPLICATIONS** : Pretoria Head Office: 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 285 Continental Building, Corner of Visagie and Bosman Street, Pretoria. For Attention: Ms. LI Mabole
- CLOSING DATE** : **15 November 2019 TIME: 16:00**
- POST** : DIRECTOR: INFORMATION SYSTEMS OPERATIONS REF NO: 151119/04
- BRANCH** : CORPORATE SERVICES, CD: INFORMATION SERVICES, DIR: INFORMATION SYSTEMS OPERATIONS
- SALARY** : R 1 057 326 per annum (all -inclusive salary package), (Level 13)
- CENTRE** : Pretoria Head Office
- REQUIREMENTS** : A Bachelors Degree in Information Technology (NQF 7). Five (5) years IT Operations Management experience at a middle / senior managerial level. Information Technology Infrastructure Library (ITIL) certification will be an added advantage. Demonstrated experience in the development of IT Operational plans, policies; standards, and procedures. Demonstrated experience in IT service management, service level agreements 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 license (Attach certified copy).
- 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 life cycle 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