



The Social Housing Regulatory Authority (the "SHRA") was established in August 2010 by the Minister of Human Settlements in terms of the Social Housing Act, No. 16 of 2008. The SHRA is classified as a public entity in terms of Schedule 3A of the Public Finance

ICT MANAGER – D LEVEL (REF: ICTM2021)

(Reporting to the Corporate Service Manager)

Parktown, Gauteng
Salary Negotiable

Purpose	
<p>The main purpose of the Information and Communication Technology Manager is to manage all IT activities in the organization, implement and maintain the policies and goals for the IT unit to support the SHRA's needs. Ensures proper information system operations and plans necessary upgrades. Oversees the internal IT support function</p> <p>Key stakeholders the Document and Information Specialist will engage with are:</p> <ul style="list-style-type: none"> • CEO • Corporate Services Manager • Company Secretary • All teams • Staff • Suppliers 	
Key responsibilities	
Key Performance Areas	Activities
<p>Managed IT Service Provider (MSP) Performance Monitoring</p>	<ul style="list-style-type: none"> • Manage Key deliverables and Service Level agreement compliance of the Managed Service Provider • Monitor escalations to and from the MSP • Monitor MSP Service Desk tickets and facilitate resolution of tickets requiring on-premises support • Clear the path for the MSP where key users aren't available for the resolution of IT Service Desk Tickets logged • Ensure accessibility to key systems and users for the MSP to perform their duties • Monitor, analyse and report on CSATs from MSP
<p>ICT Risk Management</p>	<ul style="list-style-type: none"> • Develop and manage an ICT risk register through identifying risks, implementing the approved mitigating strategies, monitoring and reporting on an ongoing basis • Develop, manage and maintain the ICT disaster management and Business Continuity plans by defining required practices, managing the implementation of these practices and reviewing the plan in line with needs of the business and good practices annually • Proactively monitor and report on potential Cyber Security Risks and report to MSP on any Risks identified and work with MSP to protect against or resolve those risks timeously • Keep abreast of industry risks and update ICT SteerCo and EXCO monthly on potential risks that the SHRA should be weary of
<p>IT Infrastructure Management</p>	<ul style="list-style-type: none"> • Manages the development of the IT architecture

	<ul style="list-style-type: none"> • Regularly assesses infrastructure component compatibility as well as performance and initiates improvements and developments in a systematic manner, maintaining infrastructure overall integrity • Monitors cost/effectiveness parameters and implements replacement policies that optimally balance cost/benefit as well as utility considerations (e.g. in respect of PC allocations, additions, replacements, etc.)
Information Security Management	<ul style="list-style-type: none"> • Implement, support and maintain secure ICT hardware such as servers, firewalls, routers, and switches to ensure secure storage and communication of SHRA data and information on an ongoing basis • Implement and maintain ICT security systems and structures such as antivirus, monitoring, audit trailing and support tools to ensure secure data and information transfer and storage at all times • Implement and provide support on security systems and access control systems implementation, use and maintenance to ensure that SHRA assets are protected at all time • Implement backup and disaster recovery systems in line with business strategies and policies by developing plans, allocating resources and tracking delivery on an ongoing basis • Implement corrective action to address identified systems security risks by identifying, developing an action plan and implementing by the agreed deadline • Manage that all systems security requirements are up to date and deliver required levels of performance (including but not limited to Virus protections systems, firewall etc.) by developing tracking and monitoring tools and managing utilisation of these and addressing non-compliance on an ongoing basis • Manage that all software is licensed and up to date in order to achieve adequate security levels at all times by conducting audits and addressing issues within defined standards
Internal Business Systems Support	<ul style="list-style-type: none"> • Manage implementation, support and maintenance of the internal business systems including but not limited to Wide Area Network, Internet, Intranet, Telephone system, 3G APN, e-mail system, printing and Wi-Fi; that promote seamless communication to run the SHRA business daily • Manage that all internal ICT systems are implemented according to defined and approved standards and methodologies such as the Systems Development Life Cycle (SDLC) and Project management principles within approved deadlines • Manage correction of errors and development of system enhancements within deadlines through: <ul style="list-style-type: none"> ○ Scoping the developing consequences with the service provider ○ Procuring development costs for error correction ○ Preparing and presenting motivations for error correction development costs ○ Contracting service providers for development to address errors and ○ Managing service provider delivery against development programme, specification and contract ○ Testing enhancements ○ Coordinating user testing of enhancements and ensuring appropriate signoff prior to implementation • Managing implementation
Reporting	<ul style="list-style-type: none"> • Develop and update reporting calendar for all areas of ICT and Information Management across the organisation monthly, quarterly and annually • Manage that ICT security, internal and external systems and IT projects and progress are reported on by gathering data, collating, making

	<p>recommendations and findings and complying with reporting standards monthly, quarterly and annually.</p> <ul style="list-style-type: none"> • Manage that reporting tools that enable the accurate and automated pulling of reports that are required on a regular basis are built according to standard and within deadlines • Manage that existing reports are reviewed for accuracy and consistency by conducting audits, evaluating reporting inputs and data monthly and managing maintenance as required • Manage that new reports or reporting tools are developed when required by managing that the following are being completed within the ICT team: <ul style="list-style-type: none"> ○ Reviewing business reporting requirements; ○ Sourcing and analysing data from the system; ○ Building reporting tools / reports or outsourcing for development by appointed service providers; ○ Testing new reports / tools for accuracy, completeness and consistency; and ○ Compiling and distributing reports as required. ○ Compile Monthly ICT SteerCo Reports ○ Compile Quarterly ICT Reports ○ Proactively report on potential business and systems Risks
<p>Service Provider Management</p>	<ul style="list-style-type: none"> • Develop list of approved and appropriate service providers to address ICT and Information Management needs annually and update monthly • Manage that contracts and Service Level agreements (defined standard's) are developed, agreed upon, signed with all ICT and Information Management Service Providers as required and at least annually • Manage the service provider relationship optimally by establishing successful communication parameters, defining performance expectations and addressing non-performance proactively and in a constructive yet delivery focussed manner as and when required • Receive invoices, check for accuracy against work / project plan completion and budget, approve or amend and submit for payment within defined standards • Make recommendations on changing, cancelling or renewing of contracts by reporting on Service Provider performance and making recommendations annually or when contracts are due for renewal <ul style="list-style-type: none"> ○ Manage the selection and appointment of service providers for contractual support needs by checking compliance with the procurement procedure, tracking quality of service provider performance and addressing non-performance in line with the contract and policy as and when required
<p>IT Strategy Development</p>	<ul style="list-style-type: none"> • Develop an annual IT Strategy to align with key business strategic objectives • Co-Manage IT projects initiated by business or 3rd party vendors • Keep abreast of industry best practices from a digital transformation perspective • Proactively Identify and propose IT Initiatives that will improve business processes
<p>Staff Management</p>	<ul style="list-style-type: none"> • Build capacity within the team through developing skills and competencies, addressing development needs and providing coaching and mentoring support on an ongoing basis and in monthly individual performance discussions • Monitor, evaluate and manage the team performance through implementing the HR policy, implementing performance process and, when required, instituting compliant disciplinary action within the approved defined standards and on an ongoing basis

	<ul style="list-style-type: none"> Recruit quality team members to support the team and organisation and the achievement of its objectives and strategy through defining the role requirements, identifying critical competencies, testing for these competencies and appointing within the HR and EE policy guidelines as and when required Build a cohesive, high performing team through motivating, guiding, coaching, mentoring and leading in a fair and consistent manner to deliver on the organisational performance and strategic requirements
REQUIREMENTS	
Qualifications/Knowledge (including most relevant field of study) <ul style="list-style-type: none"> A minimum of a Bachelors Degree in Information Systems/Technology (NQF 7) Professional IT certification is advantageous 	Experience <ul style="list-style-type: none"> 5 years ICT experience 2 years Information and Document management 2 years Leadership experience 5 years IT Project Management experience Public Sector procurements experience is preferred
Leadership, technical and behavioral competencies	
<ul style="list-style-type: none"> Change Management Database Management Data Storage and Protection IT Architecture IT Support IT Systems Development and Design IT Use Business and Financial Modelling Management Information Reporting 	<ul style="list-style-type: none"> Project and Programme Scope Definition and Management Project Feasibility Project Financial Management Project Management Legislative Awareness and Expertise Quality Control Risk Mitigation and Management Contract Management Ethics and Integrity

Note: SHRA reserves the right not to make an appointment or withdraw the advertisement. Appointments will be made in line with the Entity's Employment Equity Plan. Communications will be with short-listed applicants only.

To apply for the above position, please forward a relevant CV to recruitment@shra.org.za. **Please ensure that you use the reference (Ref: ICTM2022) in the subject line.** The closing date for applying is 18 August 2022.