

## **SENIOR MANAGER: IT SERVICE DELIVERY – D4 INFORMATION TECHNOLOGY DEPARTMENT**

**ITHALA SOC LIMITED  
DURBAN HEAD OFFICE  
REFERENCE NUMBER: SG18038**

**Reporting to the Head IT, The Senior Manager: IT Service Delivery will be responsible for the leadership and management of the division and the end to end management and support of all ICT Infrastructure and services. This will include ensuring operational and service excellence within the Division.**

**The successful candidate's responsibilities will be to:**

- Establish, document and monitor action plans on an on-going basis to ensure they are reviewed.
- Manage the conducting of assessments of the service providers to Ithala.
- Negotiate Service Level Agreements with various vendors/service providers of products to ensure best service at best cost is received.
- Collect, generate summarise and disseminate information regarding the administration of security and general administration of the IT infrastructure.
- Manage the technical service and support in IBM Systems, File Servers, LAN, WAN and internet.
- Manage a cost effective hardware maintenance programme, efficient business support and desk operation.
- Coordinate and manage all technical services policies and procedures such as email etiquette, desk top tools, hardware and security.
- Manage and coordinate a comprehensive Disaster Recovery Plan for all core systems.
- Formulate and manage appropriate procedures such as technical reference manuals and call centre operation.
- Coordinate, manage and report on budget inputs and variances relating to IT Operations.
- Prepare and manage project plans and ensure testing procedures are implemented.
- Ensure effective management of human resources.

**The following minimum requirements should be met in order to be considered:**

- Bachelor's Degree or equivalent qualification in Information Technology /Information Science/ Information Systems/ Informatics (NQF Level 7)
- Seven (7) years' experience in a similar environment at management level.
- Possess experience in development of IT governance and controls for the SDLC.
- Possess the necessary experience in the development of IT strategy content contribution.
- Technical knowledge of computers, IBM systems, LAN/WAN and desktop systems.
- Knowledge of banking systems.
- Knowledge of SDLC, standards and procedures.
- Communication, interpersonal, negotiating and training skills.
- Project management.
- High focus on results and customer satisfaction.
- Exceptional oral and written communication skills.
- Computer literacy in Microsoft Office Packages.
- Entrepreneurial and commercial acumen.
- Innovative and solutions orientated.
- Integrity, confidentiality and honesty.

**All Short listed applicants will be subjected to assessments, references and credit checks.**

**ITHALA EMBRACES THE PRINCIPLES OF THE EMPLOYMENT EQUITY ACT**

**CLOSING DATE: 08 JUNE 2018**

**INTERESTED APPLICANTS MUST FORWARD A DETAILED CV; CERTIFIED COPIES OF QUALIFICATIONS AND ID DOCUMENT BY E-MAIL TO [HR\\_recruitment6@ithala.co.za](mailto:HR_recruitment6@ithala.co.za). KINDLY ALSO INCLUDE A MOTIVATION OF HOW YOU MEET EACH OF THE ENTRY REQUIREMENTS LISTED ABOVE AND QUOTE THE REFERENCE NUMBER FOR THE POSITION.**

PLEASE NOTE:

- LATE APPLICATIONS AND APPLICATIONS WITH NO REFERENCE NUMBER WILL NOT BE CONSIDERED.
- E-MAIL USERS ARE REQUESTED TO SET THE DELIVERY OPTION ON BOTH "RETURN RECEIPT" AND "CONFIRM DELIVERY".
- CORRESPONDENCE WILL BE LIMITED TO SHORT-LISTED CANDIDATES. ALL SHORT-LISTED APPLICANTS WILL BE SUBJECTED TO ASSESSMENTS, REFERENCE AND CREDIT CHECKS. IF YOU HAVE NOT BEEN CONTACTED WITHIN 1 MONTH OF CLOSING DATE OF THE ADVERTISEMENT, PLEASE ACCEPT THAT YOUR APPLICATION HAS BEEN UNSUCCESSFUL.