UNIVERSITY OF SOUTH AFRICA

PORTFOLIO: INFORMATION & COMMUNICATION TECHNOLOGY

DEPARTMENT: ICT INFRASTRUCTURE & SYSTEMS

POSITION: DIRECTOR: ICT SERVICE DELIVERY MANAGEMENT (P4)
(5-YEAR FIXED-TERM CONTRACT)

(REF: DIR/ICT/SDM//AIM/2022)

Unisa is a publicly funded Higher Education Institution in South Africa dedicated to distance education. In keeping with its mandate as a Comprehensive Open Distance e-Learning (CODeL) Institution offering a variety of academic and career-focused programmes, Unisa is inviting applications for the position of **Director: ICT Service Delivery Management (P4)**

The purpose of a **Director: ICT Service Delivery Management (P4)** is to formulate and execute the plans of the Directorate ICT Service Delivery Management in line with the Unisa 2016-2030 Strategy and CODeL Business Model

KEY DUTIES/RESPONSIBILITIES

KPA 1: Strategic Direction and Alignment

- Developing operational plan and KPI's in support of the departmental strategy in support of the institution's overall vision and strategy
- Executing the directorate's operational plan and procedures to support the CODeL 2016-2030 Strategy
- Interpreting policies to lower levels and ensuring alignment with Directorate's operational plan

KPA 2: Operational Leadership and Execution

- Providing tactical and operational leadership regarding all operations of the directorate from an overall perspective, which include:
    - The provision of Incident Management
    - The provision of Problem Management
    - The provision of Service Management
    - The provision of End User Support

- Coordinating the activities within the Directorate
- Promoting intergroup collaboration
- Fostering relationships and networks with internal and external stakeholders
- Providing guidance, expertise and advice to Management on trends, best practice and applicable policies and legislation to the relevant Committees
- Where appropriate, act as a key escalation contact for service delivery issues, ensuring they receive an appropriate level of customer care and support
- Monitoring, controlling and supporting service delivery, ensuring systems, methodologies and procedures are followed
- Building and maintaining client relationships both internally and externally
- Attending client service review meetings covering performance, service improvements, quality and processes
- Facilitating workshops and training courses with reference to service delivery
- Monitoring that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery
- Providing reports to an agreed schedule (or on request), including capacity management and service desk performance reports

- Proposing any amendments to improve processes
- Developing and implement processes with client to ensure effective information flow to speed up delivery timelines
- Managing the quality of deliverables for service and products ensuring that ICT standards are applied
- Ensuring the delivered services are fit for purpose, carrying out relevant reviews as necessary
- Monitoring users are profiled in order that ICT deliver the best service possible in context of activities
- Managing risks and issues and escalating where necessary

KPA 3: Forecasting, Budgeting and Financial Management

- Managing the directorate's resources efficiently, effectively, economically and in accordance with the relevant principles and policies of Unisa
- Compiling and managing the directorate's budget in line with the departmental budget
- Directing and monitoring the directorate's expenditure within budgeted parameters and reporting on variances periodically
- Managing the process of allocation of financial resources within the Directorate
- Managing the function's resources sustainably in accordance with financial principles
- Authorising the procurement of relevant services, equipment and materials
- Safeguarding the assets allocated to the Directorate

KPA 4: People Management

- Ensuring and monitoring that all staff in the directorate are orientated to the organisation, trained, skilled, retained and that their expertise is optimally applied.
- Ensuring a high performance culture in the directorate through taking accountability for an effective and well-articulated performance management process
- Ensuring the implementation of training and development programmes for staff, including personal development plans (PDPs)
- Establishing a positive, healthy and safe work environment and culture in accordance with the Transformation Charter
- Directing implementation of the human resources policies, procedures and practices
- Building a robust, effective talent and leadership pipeline, succession and HR capacity

KPA 5: Governance and Reporting

- Monitoring and reporting on progress against operational initiatives
- Monitoring and reporting on legislative and statutory compliance
- Promoting sound institutional governance and participating in Institutional governance structures (Professional Citizenship)
- Ensuring the development and implementation of policies and procedures
- Compiling regular reports to Council, its committees and other relevant structures
- Participating in the annual performance review
- Identifying risks relating to the field of responsibility, develop and implement mitigating strategies
- Documenting and reporting on directorate specific matters
- Ensuring proper record keeping of all aspects within field of responsibility

Qualifications

- Minimum of Bachelor **Honours Degree in Computer Science / Postgraduate Diploma in Computer Science / Professional Bachelor's Degree (NQF 8) in Computer Science** and registration with relevant professional body where applicable
- Certification in ITIL will serve as an advantage

Experience
- Minimum **10 years** of relevant work experience with at least **5 years** in a management role
- Demonstrable skills in decision-making and problem-solving.
- Proven ability to proactively manage customer experience and be responsive to the voice of the customer.
- Has performed various roles in the IT Service Management value chain.
- Experience of pragmatic implementation of the ITIL framework.

Assumption of duty: As soon as possible

Salary: **Remuneration is commensurate with the seniority of the of the Position**

Enquiries: **Mr. Enias Chingwe – 011 047 0090 / 082 045 0264**

Application can be forwarded by email to: enias@skillplace.ac.za

Closing date for applications: 02 December 2022

Please send a Letter of Application, a completed application form, a comprehensive Curriculum Vitae, and copies of:
- All educational qualifications.
- Identity document; and
- Proof of SAQA verification of foreign qualifications, where relevant.
- The contact details of three contactable references must be provided, one which must be from your present employer. Should you not be currently employed, a contactable reference from your previous employer must be provided.
- UNISA is not obliged to fill an advertised position.
- Late, incomplete, and incorrect applications will not be considered.
- We welcome applications from persons with disabilities.

The detailed advertisement together with the prescribed application form can be found on the Unisa website (**http://www.unisa.ac.za/vacancies**)

Recommended candidates might be subjected to competency assessment

Appointments will be made in accordance with Unisa's Employment Equity Plan and other applicable legislation.