

**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: SDM/IS/GRM/2019)**

Unisa is the only publicly funded Higher Education Institution in South Africa dedicated to distance education. In keeping with its mandate as a comprehensive, Open Distance e-Learning (ODeL) 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 ODeL Business Model

**KEY DUTIES/RESPONSIBILITIES**

**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 ODeL 2016-2030 Strategy
- Interpreting policies to lower levels and ensuring alignment with Directorate's operational plan

**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

### **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

### **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

### **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/Postgraduate Diploma/ Professional Bachelor's Degree (NQF 8)** and registration with relevant professional body where applicable

### **Experience**

Minimum **10 years** of relevant work experience with at least **5 years** in a management role

**Assumption of duty: As soon as possible**

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

**Closing Date: 31 January 2020**

**Enquiries: Ms P Bana - 012 429 3572 or Ms Al Mavhungu – 012 429 3048, application can be forwarded by email to: [banapp@unisa.ac.za](mailto:banapp@unisa.ac.za)**

Interested candidates should send a detailed cover letter indicating their suitability for the position, a detailed comprehensive Curriculum Vitae, and copies of the following documents:

- 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. Short-listed candidates will be required to prepare a presentation on the interview date.

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

Unisa is not obliged to fill an advertised position.

Late, incomplete and incorrect applications will not be considered.

Recommended candidates might be subjected to competency assessment

*We welcome applications from persons with disabilities.*

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