



Job Title:	Manager: Systems and Infrastructure
Organisation:	NEMISA
Department:	Information and Communications Technology
Location:	Gauteng, Auckland Park
Salary Range:	13
Upward Reporting Relationships:	Chief Digital Officer
Reference Number:	NEM-20/04/2025

MAIN PURPOSE OF JOB

To lead and manage the installation, configuration, support and maintenance of IT infrastructure and services. The incumbent will ensure the maintenance and servicing of computer hardware, network connectivity, software applications, telecommunications and associated peripherals.

JOB OBJECTIVES

- Develop and implement ICT systems infrastructure plan and framework.
- Develop and implement the annual operational plan for the business unit.
- Provide direction through developed short and long-term technology plans.
- Lead in the selection of systems, services, and methodologies to be used to support the Institute.
- Implement and manage technical operating standards across a variety of systems and platforms.
- Ensure the successful implementation of plans and the achievement of targets.
- Manage the acquisition and purchase of technology, including software, hardware and related ICT equipment.
- Manage the installation, upgrades, maintenance and performance of the network, network components, software and hardware.
- Ensure that all systems are running effectively on the servers and network.
- Manage the Institute's ICT System administration for the Institute's email, filing system, storage and collaboration systems.
- Lead the ICT infrastructure problem analysis and resolution service for network and associated problems.
- Develop, implement and maintain technical solutions and support standards.
- Ensure maximum accountability and accuracy for the management of technology assets, software licensing, and hardware support.
- Ensure that the Institute's ICT assets are maintained responsibly.
- Participate in the evaluation, recommendation and selection of hardware and software solutions.
- Manage the recording of system usage, maintenance and performance.
- Manage and maintain ICT programmes such as Microsoft and ensure timely license/ subscription renewal.
- Manage and maintain the security of IT infrastructure including relevant software, hardware, remote access VPN, network, etc.

- Develop and implement strategies for optimizing ICT security infrastructure.
- Maintain, document and control user permissions for all systems.
- Mitigate ICT risks by defining and implementing adequate disaster recovery and backup plans.
- Develop computer information resources for data security and control, and disaster recovery for the Institute's systems.
- Ensure that application and information security requirements are met at all times.
- Develop and review disaster recovery processes and business continuity procedures for re-establishing servers, databases and operating systems in the event of disruptions.
- Develop, implement and regularly test business continuity, emergency, incident response and recovery plans.
- Perform and analyse disaster simulation for prompt restoration services and conduct security audits when required.
- Develop, implement and review ICT policies and procedures.
- Ensure all ICT policies and procedures compliance across the Institute.
- Report any deviation from the established policies and procedures.
- Ensure that the business unit complies with all policies and practices as prescribed by the Institute and relevant legislation.
- Provide advocacy to stakeholders on policy interpretations and ensure awareness on policy changes.
- Keep abreast of industry standards, regulations and potential changes.
- Identify risks and provide mitigation plans.
- Conduct the unit's regular risk assessments of processes and tasks.
- Develop and implement the business unit's budget.
- Ensure the monitoring and controlling of expenditure of the business unit in line with the budget.
- Compile and submit accurate financial data in accordance with prescribed guidelines, standards and formats.
- Identify deviations from the budget and take remedial action.
- Manage the business unit's cash-flow and expenditure.
- Motivate for the acquisition of assets and resource requirements.
- Develop procurement sourcing requirements as required in the business unit.
- Liaise as necessary with relevant internal stakeholders to ensure the effective integration of relevant services and platforms.
- Participate in internal and external stakeholder forums as directed.
- Represent and participate in NEMISA's committees and/or task teams.
- Manage relationships with ICT service providers.
- Build inter-business unit relationships to manage the usage of ICT resources and provide technical support.

The list of duties is not exhaustive.

Education: Formal Qualifications

Education involves the acquisition of knowledge and skills through learning where subject matter is imparted systematically. Formal qualifications are obtained by studying at formal institutions e.g. Universities, Technikons, Colleges, etc.

	Minimum:	Ideal:
Level of Education:	<ul style="list-style-type: none"> • A Post graduate qualification in Information and Communications Technology or related. 	<ul style="list-style-type: none"> • N/A

Job-related Work Experience

Experience is obtained through opportunities for exposure and practice at work. It includes all working experience, that has some bearing on the job, and it is not restricted to the current organisation. Supervised on-the-job training internships and learnerships are incorporated within this category.

Level of Job-related Work Experience:	Minimum: <ul style="list-style-type: none"> • 8-10 years' experience within the ICT infrastructure field. • 2-3 years management experience. • Experience with network and infrastructure technologies. • Knowledge of ICT network and infrastructure technologies. • Knowledge of ICT infrastructure management processes, techniques, risks, and best practices. • Knowledge of Information technology security principles and practices. • Knowledge of business continuity and disaster recovery principles and practices. • Knowledge of systems management software, software distribution, and computer operating systems. • Knowledge of ICT diagnostic tools. • Knowledge of technical analysis, implementation, configuration, and upgrading of computer hardware, software, and peripherals. • Knowledge of applicable legislation and regulatory frameworks. 	Ideal: <ul style="list-style-type: none"> • N/A
Job-related Skills and Competencies <i>Job-related skills are typically gained through formal or informal training programs (these exclude programs through which Formal Qualifications are attained). Skills refer to how to do things. They are demonstrated in the application of techniques and procedures.</i>		
Job-related Skills and Competencies:	Behavioural: <ul style="list-style-type: none"> • Problem-solving skills • Decision-making skills • Conflict management skills • Prioritising • Teamwork • Customer service • Integrity • Diligent • Confidentiality • Professionalism 	Technical: <ul style="list-style-type: none"> • Advanced computer/ICT skills • Analytical skills • Leadership skills • Planning and organising skill • Time management • Multi-Tasking skills • Written and verbal communication skills

Important note:

- Please email through comprehensive CV and certified copies of qualifications/supporting documents to: msi@mjvrecruitment.co.za

- If you do not hear from us within one week of the closing date, please regard your application as unsuccessful.
- Preference will be given to historically disadvantaged applicants.
- Only candidates who meet the minimum requirements should apply. Correspondence will only be limited to shortlisted candidates.
- NEMISA reserves the right to not make an appointment.
- Closing Date: **07 May 2025 (16:30)**

We are committed to Employment Equity when recruiting internally and externally. It is company policy to promote from within wherever possible. Therefore, please be aware that internal candidates will be considered first before reviewing external applicants, provided that this supports the achievement of our Employment Equity goals.