

JOB DETAILS

Job Title	Head: IT Support and Service Delivery
Remuneration	R1 474 453,00
Job Type Classification	Permanent
Location - Country	South Africa
Location - Province	Gauteng
Location - Town / City	Centurion
Email	recruitment@tianaconsulting.co.za

This role is responsible for the maintenance and enhancement of the delivery of IT support services (end-user hardware and software and related services) and first line support to the Bank computer end-users. To manage sound vendor relations to ensure that software licensing, infrastructure, network and all related 3rd party contracts are managed appropriately. To proactively manage IT end-user complaints and ensure the achievement of the service targets agreed with Business Units.

- Manage IT resource scheduling
- Coordinates technology assessment, planning, acquisition, installation and associated training with other end-user and heads of IT & business
- Coordinate capacity management activities
- Manage 1st line support:
 - Application
 - Infrastructure
 - Data
 - Telephony
 - Networks
 - Security
 - Provide helpdesk support
 - Ensure query resolution
 - Manage IT assets
 - Manage identity and access management (Applications)
 - Monitor problem resolution

Oversee the provision of IT service delivery support to end users

Key Performance Areas

1. IT Service Delivery Management

- Makes appropriate recommendations related to the IT Division's strategies.
- Examines business critical user queries of various departments of different application systems.
- Implement, maintain and improve IT Support Services controls and processes to ensure an acceptable level of systems availability (Hardware & OS).
- Prioritises, coordinates and delegates critical queries from different applications to supporting team.
- Reviews and monitors that all queries are resolved and users of all departments are provided with adequate and effective solution.

- Liaises with vendors by conducting conference calls and/or by correspondence vendors to address unresolved queries emanating from various user departments of different application systems.
- Conducts meetings with process owners and users across all departments to address and provide effective solutions to all systems issues.
- Develops and delivers periodic management reports.
- Determine service level requirements and needs and manage and monitor the telephone management system.
- Sets escalation protocols and resolution criteria
- Manage and control assigned IT projects.

2. Vendor Relationship Management

- Responsible for growing and maintaining relationships between the Land Bank and nominated Strategic IT Suppliers providing IT support services systems
- Initiating, Managing and Co-ordinating the necessary activities within this particular supplier environment, to ensure that the relationships between the Land Bank and the relevant suppliers remain at a strategic level
- Ensure that all business critical systems, including communications facilities are covered by suitable maintenance contracts.
- Ensure that all hardware and software related contracts are reviewed and renewed in a timely manner.
- Maintain and manage end user licensing contracts and reporting.

3. People Management

- Participate in the selection and appointment of new team members.
- Conduct regular meetings and promote open and ongoing communication with the team.
- Ensure IT Support and Service delivery divisional performance management and capacity planning
- Provide direct reports with opportunities for growth and development through on-the-job.
- Coach and train team members to perform optimally in their roles.
- Create and maintain a professional culture within the team, where employees take ownership and deliver excellence and quality.
- Facilitate growth and development of the team.
- Manage and drive high performance.
- Hire the right fit and competence into Risk & Governance roles.

4. Disaster Recovery Planning

- Participate in the development of a comprehensive cybersecurity strategy and related programme for Landbank
- Collaborate with IT Architect responsible for application and infrastructure as well as Head of infrastructure for the strategic plannings, operations, implementations, and monitoring of cybersecurity practices within an organization

- Collaborate with IT Architect responsible for application and infrastructure as well as Head of infrastructure to ensure disaster recovery services are delivered

5. Budget and Finance Management

- Governance, budgeting, and management of change delivery in the IT Support and Service delivery, including the oversight of incremental changes and major change and upgrade programmes.
- Analyse the business plan to determine the financial requirements within area of responsibility.
- Manage budget in accordance with policies, procedures and legal requirements
- Conduct the budget reviews as prescribed by Finance and adjust budget where necessary.
- Develop the IT Support and Service delivery budget and contribute to broader IT budget (OPEX & CAPEX)
- Deliver the IT Support and Service delivery projects as agreed within budget.
- Approve expenditure within the delegation of authority level.
- Effective use of budget and resources – no wastage
- Analyse the costs, value, and risks of information technology to advise management and suggest actions.

Preferred Minimum Education and Experience

1. Bachelor's Degree in Computer Science or Information Systems or Information Technology or related fields
2. ITIL Foundation
3. COBIT Foundation
4. Certification in A+ and N+

Critical Competencies

1. Advanced knowledge of Microsoft Windows and MS Office Products
2. Knowledge / Experience Service Desk Applications
3. Network architecture and hardware configuration
4. ITIL Foundation
5. Disaster Recovery principles and processes
6. SAN, WAN & LAN maintenance
7. Knowledge and understanding of the principles of business, the application thereof, the opportunities within business and the seizure of such opportunities
8. Sound knowledge of the different business systems, associated applications and the interrelationship between the business systems
9. Advanced report writing skills (Process reports, specifications and executive summaries)
10. Sound knowledge and understanding of the processes, logistical and financial, required to account for the assets of an organisation
11. Knowledge and understanding of the management and development of human capital in accordance with business needs and objectives

12. Sound knowledge and understanding of the components of a contract and the methods and procedures to perform contract administration

Additional Requirements

1. Knowledge/Experience of supporting remote users across a decentralized branch network
2. Data Centre Operations
3. Knowledge of the PFMA
4. Budget Management Principles
5. Strong leadership, supervisory and mentoring skills
6. General knowledge of SAP, MS SQL and Internet
7. Sound knowledge of Anti-Virus solutions, VPN's and Data Security
8. DNS, DHCP & WINS configuration
9. Managed Print Services
10. MPLS and APN Networks
11. Knowledge of supporting multiple PABX & Telephone Management systems.