



## Senior Manager - Information and Communications Technology (ICT) 3 Year Contract 2015-11-10

The above mentioned position is available in the Finance Department at Robben Island Museum.

Reporting to the Chief Finance Officer the incumbent will be responsible for developing, maintaining and continuously seek to improve, the Information & Communications Technology landscape within the organisation, transforming strategic organisational objectives into IT operational activities, whilst ensuring strict adherence to governance and risk requirements.

### Duties and Responsibilities:

- Ensure ongoing continual improvement to all aspects of Information & Communication Technology within the organisation, regularly reviewing policies related to ICT and their alignment to overall organisational strategy;
- Project manage all ICT related projects, ensuring effective change management, communication and implementation takes place;
- Manage Service Level Agreements for all services related to ICT, including the IT support services between the IT Support function and Robben Island Museum as a customer;
- Draft and implement a service level agreement to meet client (RIM) expectations;
- Ensure quality and quantity of service delivery in support of service level agreements;
- Provide financial and budgetary information and forecast for all costs relating to ICT;
- Provide financial and operational due diligence for changes in technology;
- Define IT strategy in accordance with business and technological drivers;
- Act as a point of escalation for support queries, requests and Align the corporate strategy , vision and mission to the IT Planning and act;
- Manage, maintain and ensure compliance of IT policies within the organisation;
- Ensure appropriate IT governance and controls are in place ensuring compliance with regulatory controls;
- Keep abreast of latest developments in technology , ensuring the organisation plans adequately for changes in technology and do not become late-adopters or 'laggards';
- Regular reporting to the Executive Committee and Heads of Business Units, providing clarity on the state of the ICT Infrastructure and ongoing strategic direction of the ICT environment;
- Monitor and maintain all ICT infrastructure, tracking availability and uptime and reporting on anomalies and potential risks;
- Ensure ICT systems meet uptime and recovery targets established by RIM dealing effectively with complaints;
- Provide after hours and weekend support as and when required , always being on standby in the event of any incidents that affects operations from an ICT perspective;
- Ensure all information systems and networks operate in accordance to SITA and PFMA standards;
- Provide general IR support when required



### Experience and Technical skills:

- Degree;
- Microsoft Certified Professional;
- ITILv3 Certified;
- Prince2 or Other Project Management qualification;
- COBIT or King III exposure advantageous;
- Any additional business and IT related qualifications;
- Minimum of 10 years' experience as a Senior IT professional;
- Experience of IT governance and risk audits and compliance;
- People management experience;
- Extensive experience of wide area network and infrastructure design;
- Experience and good understanding of IT strategy and budgets;
- Experience development and driving service level agreements;
- Project and Change Management experience;
- Excellent written and verbal communication;
- Excellent customer service values.

RIM is an EE, AA, and employer and reserves the right the right not to make an appointment if suitable candidate(s) are not found. Forward a detailed CV, accompanied by Certified Copies your ID and Qualification Certificates as well as Contactable Referees, to [recruitment@robben-island.org.za](mailto:recruitment@robben-island.org.za) or fax 021 425 2131 by no later than **22 November 2015**. Note: If you do not hear from us within 30 days, please consider your application unsuccessful.