



UNIT MANAGER: ICT

15-02-2019

The above mentioned position is available in the ICT Department within Finance Division at Robben Island Museum. Reporting to the Senior Manager ICT the incumbent will be responsible to provide general ICT technical support functions including management of ICT projects, resources, network, systems and server infrastructure.

Duties and Responsibilities:

- Assisting the Senior Manager: ICT regarding the development of ICT objectives in line with the RIM's strategic direction;
- Evaluating ICT requirements of the business and ensure that the ICT systems and services provided satisfy the needs identified and are optimally utilized;
- Overseeing the smooth running of all ICT systems and implement the ICT disaster recovery plan for the organisation;
- Managing the ongoing rollout of any ICT upgrades that may be required;
- Developing ICT hardware and functional specifications for the ICT solutions to be implemented;
- Ensuring ICT security, integrity, reliability and accessibility of data as per RIM's ICT Security Policy;
- Managing the ICT service providers for all ICT related contracts as per the signed Service Level Agreements (SLAs);
- Implementing ICT policies and procedures, including written protocols that guide ICT end-users across the organisation;
- Identifying and actively mitigate ICT risks related to all ICT functions and processes;
- Conducting continuous ICT training and policies awareness to all ICT end-users;
- Producing weekly, monthly and quarterly reports pertaining the current state of ICT infrastructure across the organisation;
- Managing and resolving incidents reported by the end users;
- Attending operations meetings on a daily basis;

Experience and Technical skills:

- National Diploma in ICT/ Information Systems/ Computer Science or Bachelor's degree in ICT/ Computer Science;
- 3-5 years' experience in ICT industry;
- Knowledge of Microsoft Exchange environment – preferable 2016 MS Exchange environment;
- 3-5 years in ICT support; LAN / WAN, desktop, end user support, hardware and software support;
- Knowledge of ICT service management such as ITIL would be an advantage;
- Experience in working with VLANS, Virtual Server Environment, Wireless Environment;
- Experience in working with backup server and access management (preferable Veeam Backup Sever);
- Experience in working with Access Points in order to management RIM's Wi-Fi
- Teamwork;
- Time Management;
- Results Oriented;
- Critical Thinking;
- Problem Solving;
- Decision making;
- Report writing and presentation skills;
- Conceptual, problem solving and analysis skills;
- Excellent verbal and written communication skills;
- Customer service skills;
- ICT resources and risk management;
- People management and empowerment;
- Consultation and facilitation skills;
- Process mapping;
- Conflict management;
- Budget management;
- Analytical and critical thinking skills;
- Diversity management;
- Willingness to work extended working hours in order to meet statutory requirements and/or deadlines;
- Service Delivery Oriented;
- Unit Manager will be required to travel by boat/ ferry from and to the Island and potential candidate must willing to use a ferry;
- Successful Unit Manager: ICT will be based at the Island Museum in order to manage all ICT operations at the Island.

RIM is an EE, AA, employer, RIM reserves the right not to make an appointment if suitable candidate is 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 or by no later than **15 February 2019**. Note : If you do not hear from us within 30 days, please consider your application unsuccessful. Please note your attachment should not exceed 10MB: