

## SENIOR MANAGER: IT OPERATIONS AND DEVELOPMENT REPORTING TO THE CHIEF INFORMATION OFFICER (CIO)

### Purpose of the Job

- The purpose of the role is to provide leadership in the planning, development, optimisation, and maintenance of the organisation's ICT infrastructure. To ensure the stability, security, scalability, and resilience of all network, server, data centre, cloud, and related technology environments to support organisational performance and strategic objectives. It is responsible for driving infrastructure governance, risk management, lifecycle management, vendor and service provider performance, and the continuous improvement of ICT systems. The role also leads the implementation of infrastructure projects, supports digital transformation, ensures compliance with ICT policies and standards, and enables efficient, secure, and reliable technology services across the organisation.

### Key Performance Areas

- Develop the IT infrastructure strategy and provide input into the Enterprise Architecture.
- Implement infrastructure projects as outlined in IT strategy implementation plan.
- Input in the annual review of ICT and Knowledge Management strategy.
- Research and propose hardware and/or software solutions to accomplish business objectives
- Manage and provide guidance in implementation of IT projects (IT)
- Tactical planning, development and management of budget for data centre and network operations, applications, software, etc.
- Provide input into the business case development and evaluation in support of proposed technology initiatives.
- Develop IT-related infrastructure policies, procedures, IT governance frameworks and best practices.
- Manage the implementation of the policies, procedures and framework to ensure compliance to corporate governance framework.
- Identify and manage top IT operational risks with mitigating controls and actions.
- Review of the IT risks against mitigating controls and actions delivery dates.
- Develop detailed and IT operations annual and quarterly reports.
- Develop IT Network, infrastructure and data centre documentation design/compliance documentation.
- Respond and manage the actioning of IT infrastructure-related audit findings.

- Manage vendor and third-party relationships related to IT infrastructure - Management and reconciliation of supplier costs, defining and monitoring contractual obligations, performance delivery and service level agreements.
- Consult with unit managers to exchange information to understand requirements and level of satisfaction or any current equipment/system changes.
- Manage IT operations including IT staff, activities and services.
- Develop and manage the implementation of an annual IT work plan.
- Manage the delivery of IT services to the various units.
- Manage help desk support including provisioning of users, user support, and maintenance
- Preside over IT the implementation of Infrastructure-related projects.
- Develop and manage the implementation of an IT disaster recovery and continuity plan.
- Oversee the inventory management of software licenses, software, hardware, and other IT supplies and the IT store-room.
- Develop, implement and maintain support policies, processes, procedures and systems
- Manage and develop SLAs for vendors and third party
- Infrastructure (network, IT equipment (laptops, etc.) and data centre) capacity planning
- Planning, procurement, designing, developing networks and associated systems
- Management of the 24 x 7 Support of Network Services (NOC)
- Management of Data Centre infrastructure (power, cooling and physical access, professional standards, etc.).
- Lead the applications team through the whole Solutions Development Life-Cycle (SDLC)
- Manage the applications team to deliver on support Service Level Agreements (SLA)
- Review and provide input into the development of user requirements and technical definitions of all solution deliverables including milestones and project plans.
- Work with architect team and stakeholders to identify and investigate opportunities to use new and emerging technologies and associated migration paths.
- Establish a conducive and effective working environment in the Sub Unit;
- Provide coaching and mentoring to staff in the Sub Unit;
- Ensure effective implementation of performance management process;
- Ensure effective training and development programme in line with personal development plans of staff in the Sub Unit; and
- Ensure effective implementation of human capital policies in the Sub Unit.

#### Preferred Minimum Qualification and Experience

- Bachelor's degree in Business, Computer Science, Information Systems, or Computer Engineering.; or equivalent training, education and experience
- Professional Registration will be an added advantage

- 8 Years' experience in the fields of Information Technology and Data Management with at least 3 Years' experience in a management role.

#### Preferred Knowledge and Skills

- In-depth knowledge and understanding of project planning processes and management.
- In-depth knowledge of financial and management accounting, risk and project management
- Exposure to Board and Board committee procedures and processes.
- Exposure to and knowledge of public service or ambit of public entities will be an added advantage.
- Strong knowledge of all aspects of information technology operations
- Manage complex technology projects from inception to completion
- Governance, Ethics and values within the Information and Technology environment
- Knowledge of Regulatory Framework related to Information Technology

#### Critical/Core Competencies

- IT services framework
- IT governance framework
- People management
- Project management
- Contracts management
- Planning and organizing
- Problem solving
- Knowledge of relevant IT software applications
- Good general knowledge and understanding of IT environments, technologies and associated products
- Change management
- Quality management

#### HOW TO APPLY

Please click the link below to apply:

[Click here To Apply](#)

#### IMPORTANT INFORMATION

- Applications received after the closing date will not be considered.
- Only shortlisted candidates will be contacted.
- Appointments will be made in accordance with TAG's Employment Equity Plan.
- Successful candidate will be required to undergo employment background check, psychometric assessments, qualifications, reference and state security vetting.

**Closing Date: 13 February 2026**

If you do not receive feedback within three (3) months of the closing date, please consider your application unsuccessful.