Post: Director: Business Relationship Manager Permanent / 5 years Contract (2 Posts)

Centre: Chief Directorate: Information Communication and Technology (ICT)

Salary: All Inclusive R719 613.00 to R860 388.00 per annum

Enquiries: e-mail ICTjobs@labour.gov.za (recommended) or call Ms N Nonjojo on 012 309 4236

CLOSING DATE FOR APPLICATIONS: THURSDAY, 31 JANUARY 2013

Requirements:

- 3 year ICT tertiary qualification or any other relevant qualification, 10 years working experience or more across most ICT domains of which 6 years has been in the management of ICT. Proven track record in leading and successfully implementing relevant projects (e.g. service improvement projects, IT operations or infrastructure projects, major business implementations or similar). Experience in ICT Strategy development and implementation, Program/project management, Implementation of ICT Governance and policies as well as customer relationship management will be advantageous.

Knowledge and Skills

- Broad knowledge of ICT including ICT Strategy Development, ICT Planning and Architecture, Projects Implementation and Service Management
- Strong customer advocacy and custodian for business continuity
- Strength in business analysis and interpretation of business strategy to IT solutions
- Alignment of business and ICT Strategy
- Successful stakeholder engagement and management
- Effective communication, analytical and systems thinking, presentation, collaboration, continuous improvement, strategic management and leadership
- Knowledge of Financial and Human Resource management as well as related government legislation

Duties

- Manage the ICT relationship with allocated business areas
- Ensure ICT Strategy supports business strategy and that ICT initiatives supports annual and future targets for business
- Ensure that a negotiated and agreed upon SLA between the Office of the CIO (OCIO) and business exist and regular reviews are conducted
- Ensure that all SLA targets are met and if not improvement plans are agreed upon with business and executed accordingly
• Ensure that business cases are developed and executed accordingly for all business solutions
• Facilitate pre-project solution design with technology teams and external vendors through the OCIO internal structures
• Ensure implementation of all business projects and play advocacy of business within the OCIO
• Identify opportunities for operational efficiency improvement
• Ensure ICT Governance, policies, processes and procedures are responsive to business environments and are adhered to and where necessary revised accordingly
• Ensure alignment of business project to technology strategies
• Ensure operational efficiency on allocated provinces and ensure that provincial users are satisfied with IT support and updates
• Conduct regular customer satisfaction surveys and provide improvement plans where gaps exist
• Ensure establishment, maintenance and up-to-date knowledge repository for ICT relating to the allocated business entity

Extended liaison with other Department of Labour entities for possible collaborations in ICT areas of interest