



*Inspiring new ways*

### **GENERAL MANAGER: ICT**

**Fixed Term Contract: 24 months**

An exciting opportunity exists at our Head Office in Sandton, to join our Digital and Technology business unit as GM: ICT reporting to the Head: Digital Transformation. We invite applications from individuals who possess the required skills and experience.

#### **Purpose of the Role**

To provide technical and strategic leadership and create business value by delivering technology related systems and services that increase operational efficiencies within the tourism ecosystem.

#### **Key Performance Areas:**

##### **Technical Leadership & Business Partnering**

- Oversee that the ICT department supports the business continuity of SA Tourism through ICT infrastructure solutions and related systems in driving digital transformation.
- Oversee that the management of ICT infrastructure is in place for continuous business functioning.
- Oversee the management of ICT procurement of technologies, systems, and software.
- Monitor the delivery of good quality services or solutions from suppliers as per the existing contracts and SLAs in adherence to service management principles.
- Oversee management of network systems as per ICT/ Cybersecurity principles and Frameworks.
- Engage with the business unit heads to provide a technical leadership when it comes to strategic ICT management processes.
- Establish and maintain strategic relationships with key external stakeholders to promote the South African brand through technological collaboration or partnerships within the tourism ecosystem.

##### **Provide oversight on ICT enablement requirements**

- Achieve and monitor ICT service delivery performance and conformance to relevant internal and external policies, frameworks, laws, regulations, standards and practices.
- Create benefit realization through ICT enablement while ensuring business and ICT strategic alignment.
- Oversee management of processes to ensure alignment of ICT to Business for the attainment of the strategic business objectives.

**ICT governance and risk management**

- Oversee delivery of ICT services through adherence to ICT governance requirements and management of ICT-related risks.
- Take an interest in the Corporate Governance of ICT to ensure that a properly established and functioning Corporate Governance of ICT system is in place in the department to leverage ICT as a business enabler.
- Make sure that IT risks are reduced and eliminated through proper management ICT risk framework.

**Oversight & Management of Systems Architecture**

- Provide oversight on Project Management for the Design and Deployment of ICT (Systems and Technology Architecture).
- Develop a Master Systems Plan, Systems and Technology Architecture, Application Architecture, Technology Architecture and Data Architecture) for approval by the Head of Digital Transformation.
- in accordance with the organisational technological landscape.
- Oversee the development of frameworks for key policies and processes within the ICT business unit, linked to the organisational business plan.
- Implement measures that ensure ICT compliance and system usage responsibility and accountability across the entire organisation.
- Oversee the development of the Systems Architecture.

**People Management**

- Manage and evaluate business unit performance against set target, KPIs and metrics.
- Define, cascade and monitor business unit staff performance objectives.
- Manage the performance of employees in accordance with organisational policy.
- Staff skills development.
- Interface with business units to understand strategic and functional business needs and monitor and measure the services provided by the ICT business unit team members.
- Communicate and engages employees on strategic directions and decisions taken for by the business.
- Motivate team members and create a culture of high performance.
- Manage employee related matters within the business unit.
- Within delegated authorisations, provide approvals or recommendations on provision and implementation of ICT-related services and solutions.

**Business Unit Resource Management**

- Develop, manage and monitor the execution of business unit operational plan against set targets and KPIs.
- Conduct budgetary planning for the business unit and account for spend on key ICT initiatives.
- Ensure sufficient capacity and information is provided to staff within the business unit to achieve set performance objectives.
- Ensure ICT resourcing is aligned to business requirements and resource accordingly.

### **Minimum Qualifications and Experience**

- A bachelor's degree/Diploma in Information Technology
- Postgraduate or master's degree in Information Technology/Computer Science and/or a qualification in Project Management will be an added advantage.
- TOGAF certification is essential.
- PMBOK certification is essential.
- +10 years ICT experience, of which at least 5 years should be in a senior management position.
- Experience of management of technology suppliers and partners and operation under public sector procurement processes.
- Previous experience in managing an ICT department / function is essential.
- Experience of managing budgets.
- Experience of development of or contribution to ICT strategies.

### **Knowledge and understanding of:**

- ICT service management principles.
- Knowledge of relevant legislation and regulatory requirements i.e. PFMA, Treasury Regulations and Frameworks on performance information and strategic plans as well as government priorities and imperatives.
- Knowledge of the King IV Principles.

### **Skills and Competency Requirements:**

- Ability to plan, prioritise and time manage activities.
- Superior verbal and written communication skills.
- Excellent Presentation Skills
- Analysis and problem solving
- Strategy formulation and implementation
- Report writing skills
- Influencing and collaborative skills
- Effective verbal and written presentation at all levels
- Report Writing
- Data Analysis
- Change Management
- Project Management

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Detailed CV to be sent to : [hr@southafrica.net](mailto:hr@southafrica.net)  
Closing date : 28 September 2021

### **Important note:**

**People with disabilities are encouraged to apply. Due to a large amount of correspondence we envisage receiving, only shortlisted candidates will be contacted. Should you have not heard from us Four weeks after the closing date, kindly consider your application unsuccessful. No late applications will be accepted.**