

## **GENERAL MANAGER - ICT**

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

### **Purpose of the Role**

To provide technical leadership and create business value by delivering technology-related systems and services that increase operational efficiencies.

### **Key Performance Areas:**

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

- Oversee that the IT department supports the business continuity of SA Tourism through ICT infrastructure solutions and related environments,
- Oversee the management of ICT infrastructure assets for continual business functioning.
- Oversee the management of ICT procurement, upgrades, cascades, refreshments and ICT asset decommissions processes. For continual business functioning.
- Monitor the delivery of good quality services or solutions as per the existing SLAs.
- Oversee management of supplier or service provider service performance as per adherence to service management principles.
- Oversee management of network systems as per IT/ Cybersecurity.
  - Engage with the Head of Corporate Services and other business unit heads to provide technical leadership role in general and the strategic ICT management processes.
  - Establish and maintain strategic relationships with key external stakeholders to promote the South African brand through technological collaboration or partnerships as per tourism ecosystem.
  - Engage with key internal stakeholders to promote the South African brand through Provide ICT services to improve operational efficiency through engagement with internal stakeholders such as:
    - Manager: Digital Channels
    - General Managers in Brand & Marketing, Finance, HC, RGM's, Heads of business operations (including Hub Heads).

#### **Provide oversight to the 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 objectives of Business.

### **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 the extent necessary 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.

### **Oversight & Management of Systems Architecture**

- Provide oversight on Project Manage for the Design and Deployment of ICT (systems, architecture) Solutions.
- Provide oversight and management of the service providers providing ICT services and products/solutions.
- Oversee the development of frameworks for key policies and processes within the ICT business unit, linked to the organisational business plan.
- Oversee IT infrastructure support for operational integration across the various business units, inclusive of delivery and reporting.
- Implement measures that ensure ICT compliance and system usage responsibility and accountability across the entire organisation.
- Oversee a need to develop a new / update the existing Systems Architecture.
- Oversee the development of the Systems Architecture (Application Architecture, Technology Architecture and Data Architecture) for approval.
- Approve and Publish 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.

### **Qualifications and Experience**

- A Bachelor Degree/Diploma in Information Technology.
- Post Graduate or Master's degree in Information Technology/Computer Science and/or a qualification in Project Management will be an added advantage.
- +10 years ICT experience, of which at least 5 years should be in management position.
- Experience of management of suppliers and partners and operation under public sector procurement processes.

- Previous experience in managing ICT department / function is essential
- Experience of managing budgets.
- Experience of development of or contribution to ICT strategies.
- Experience in project management

#### **Professional Certification and Membership**

- Relevant Professional registration will be an added advantage.

#### **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 Principles.

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

- Ability to plan, prioritise and time manage activities.
- Superior verbal and written communication skills. Fluency in English, additional languages an advantage.

Visit us @ [www.southafrica.net](http://www.southafrica.net)

---

Please send your detailed CV to : [hr@southafrica.net](mailto:hr@southafrica.net)

Closing date : 30 September 2025

**No late applications will be accepted.**

Should you not hear from us within two (2) weeks after closing date, kindly consider your application unsuccessful.