CAREER OPPORTUNITY

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation, implementing projects throughout Africa and making a difference in people's lives.

Manager: ICT Application Support

About the job:

The CSIR has a vacancy for a **Manager: ICT Application Support** in the ICT Services Centre. The incumbent will lead and manage a technical development and support team using defined policies and frameworks in an integrated application portfolio management approach. This position is based in Pretoria.

Key responsibilities:

- Lead and manage the daily operational efforts of a centralized application development team who develop and support a portfolio of software applications;
- Ensure availability, accessibility and sustainability of all operational production application(s) system(s) / solution(s) within the systems support mandate;
- Account for and channel all end-user requests and any additional associated change requirements to ensure ICT Services value–add and to service all incidents, requests and change requirements;
- Plan, schedule, monitor and report on required activities to ensure application(s) system(s) availability, accessibility and sustainability;
- Recommend and implement corrective action by engaging and influencing senior management to ensure availability and accessibility of ICT supported application(s) system(s) and distributed (integration-based) functionality;
- Manage the collection, summarisation and reporting on operational application(s) system(s) support statuses, Service Level Agreement (SLA) metrics, and Key Performance Indicators;
- Maintain relationships with key stakeholders and application end-users to ensure that the voice of the customer is represented within ICT Services;
- Plan and resource annual support activities and associated financial implications to facilitate and ensure continuous budget and cost optimisation;
- Identify and use any functionality(ies) to establish improvements to business processes and strategic / tactical systems automation / delivery;
- Manage quality assured relevant and planned request fulfilment within the Applications Service Management context in order to ensure consistent solution delivery;
- Research emerging application portfolio management methodologies, technologies and trends to inform discipline related improvement initiatives;
- Coach, mentor and guide ICT staff on Application Portfolio Life Cycle Management;
- Review and enhance ICT standards and procedures as well as best practices in alignment with other ICT departments to enhance added value service delivery.

Qualifications, skills and experience:

- A Bachelor's degree in Computer Science or related field with at least five years' relevant IT management experience;
- Solid experience of service management, associated methodologies and frameworks and the application thereof;
- Certification in any one of the following is essential:
    - Application Development ;
    - COBIT;
    - ITIL;
    - Project Management certification (PMP or Prince II);
    - Database Management.
- Knowledge of continuous improvement processes, process control and enhancement;
- Financial management, budgeting, MIS and reporting skills;
- People management and leadership skills;
- Excellent communication and presentation skills.

Should you meet the above requirements, please email your CV to jobapplications@csir.co.za with your name and surname, position title and reference number in the subject line, **(eg. John Smith: Manager: ICT Application Support: Reference No: 307782)**

Closing date: 23 June 2017

PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at Recruitmentinfo@csir.co.za