

## 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](mailto: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: 26 May 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](mailto:Recruitmentinfo@csir.co.za)

*The CSIR is an equal opportunity employer. As such, it is committed to the Employment Equity Act of 1998. By applying for this position at the CSIR, the applicant understands, consents and agrees that the CSIR may solicit a credit and criminal report from a registered credit bureau and/or SAPS (in relation to positions that require trust and honesty and/or entail the handling of cash or finances) and may also verify the applicant's educational qualifications and employment history. **The CSIR reserves the right to remove the advertisement at any time before the stated closing date and it further reserves the right not to appoint if a suitable candidate is not identified.***