**VACANCY**

**Designation: Information and Communications Technology (ICT) Manager/ Officer**

**Location: Head Office**

**Working hours:** **Daily 8h00 till 17h00 or as required to fulfill one’s responsibilities or otherwise specified.**

**Description:**

* Responsible for the complete ICT functionality of the branches and Head Office
* Responsible for all networking, connectivity and implementation
* Responsibility for all ICT projects
* Responsible for internal ICT policies and procedures
* Responsible for the management of all servers, and the regular backing up thereof
* Responsible for the purchasing of all ICT requirements, including printers, scanners, copiers, printer cartridges and ensuring we have sufficient stock of all items
* Responsible for providing support and training to staff on all ICT related matters, including internal ICT policies and procedures
* Responsible for the preservation of company assets through regular servicing of all machines
* Responsible for the management of internal security controls, including anti-virus and software updates, restricting access of certain sites and prevention of external threats
* Responsible for maintaining asset registers of all ICT equipment and management thereof
* Responsible for the implementation and management of all telephone and data lines
* Responsible for the installation and management of CCTV camera’s and other security controls and the backing up thereof
* Responsible for the management of any staff in the ICT department
* Responsible for ensuring proper maintenance, good housekeeping as well as safe custody of all company property.
* Responsible for the administration of the company’s systems including MIP.
* Responsible for the ICT security functions of the company.
* Responsible for the financial controls in the ICT department in line with the company procurement policies
* Responsible to assure all ICT procurement is done at best advantage to Izwe in terms of price, solutions and quality
* Responsible for the continual drive to cut ICT costs through innovation and improvement of ICT processes
* Responsible for continual improvement of all ICT services to the Internal and External clients
* Responsible to ensure ICT services meet and exceed business goals
* Responsible to liaise with senior management and ensure that the ICT strategy, vision and mission at all times support the Izwe business strategy, vision and mission
* Responsible to do continual research to establish trends and innovation in the micro lending industry and ensure that Izwe is at the forefront of the industry players
* Responsible to ensure good communication between ICT and business
* Monitoring and management of all ICT services including WAN and LAN connectivity
* Manage all Service level agreements both internally and externally
* Ensure a seamless, unified ICT experience for all ICT users
* Responsible for any additional tasks instructed by Management

**Educational Requirements:**

* A Bachelors Degree
* Additional tertiary education would be advantageous
* Microsoft ~~Server~~ Cloud Services Certified
* Microsoft AD certified will be advantageous
* Cisco Administration (CCIA) certified will be advantageous
* Network Edge Device management certification will be advantageous especially Sophos
* Project Methodology Certification

**Skills**

* Microsoft Server Implementation and support – 2 year experience
* Microsoft AD Implementation and support – 1 year experience
* Microsoft Outlook Implementation and support – 1 year experience
* Microsoft SQL Administration – 1 years’ experience
* Network setup and maintenance – 2 years’ experience
* Microsoft Cloud Services support – 2 Years experience
* Fully proficient with ICT project methodology – 3 Years
* Proficient with Network Edge device management for example Sophos – 2 Years experience
* Must be fully proficient in working with Credit Ease, Branch Module and online module
* Proficient in the setup, troubleshoot and problem resolution of ICT Hardware – 5 years’ experience
* Proficient in the setup, troubleshoot and problem resolution of ICT Hardware – 5 years’ experience
* Proficient in the setup, troubleshoot and problem resolution of Microsoft Desktop operating system – 5 years’ experience
* Proficient in the setup, troubleshoot and problem resolution of Microsoft Office – 5 years’ experience
* Proficient in the use of Microsoft Office and the assistance to users – 5 years’ experience
* Setup of printers on the network and support of the networked printers – 3 years’ experience
* Maintaining the full scope of ICT security, firewall, anti-virus, internet, intrusion protection etc. – 3 years’ experience
* Very good oral and written communication skills on a management level – 3 years
* Team management skills on a line manager level – 3 years’ experience
* ICT procurement skills – 3 years’ experience
* Proficient in the setup and maintenance of telephony systems