



Manager: ICT Operations

Status: Permanent

Location: Nelspruit

Grade: D3

Reporting line: Chief Information Officer (CIO)

Role Mandate

The purpose of this role is to ensure the effective, secure, and reliable operation of the organisation's ICT environment through the delivery of consistent, high-quality ICT services aligned to business needs. The role is accountable for ICT operations, service management, and operational security, while leading operational projects and managing service performance in line with ITIL / ITSM principles. The role supports infrastructure and systems availability, business continuity, enables service improvement, and provides operational assurance to the CIO and executive management. The Manager: ICT Operations role operates in a complex ICT environment & requires a balance between operational stability, service improvement, and responsiveness to business needs.

Key Accountabilities

ICT Service Operations & Availability

- Monitor and manage service performance against agreed service levels
- Manage operational relationships with ICT service providers, drive corrective actions and service improvements
- Ensure effective troubleshooting, escalation, and resolution of operational issues
- Management of all company cell phone contracts and two-way communication licenses
- Recommendations for the improvement or development of system processes & policies
- Ensure availability, performance & reliability of ICT systems and infrastructure
- Plan & deliver ICT operational projects within scope, time & budget
- Budgeting & forecasting
- Outputs:
 - Improved incident resolution times
 - Reduced system downtime
 - Stable & predictable ICT operations
 - Improved vendor performance & clear accountability for service delivery
- Service performance dashboards & reports

ICT Service Management Processes (ITIL / ITSM)

- Implement and maintain ITSM processes (Incident, Problem, Change, Request, Service Levels)
- Oversee incident, problem & request management
- Ensure operational processes are documented, embedded, and consistently applied
- Drive continual service improvement initiatives
- Support operational assurance & audit requirements
- Outputs:
 - Documented and embedded ITSM processes
 - Controlled and predictable change environment
 - Improved service maturity over time
 - Audit-ready operational evidence

Management of ICT Assets

- Management of ICT asset register through electronic monitoring system
- Management of all ICT assets through their lifecycle (procurement, capitalisation, transfers, disposals etc.)
- Recommendations to the CIO with regards to budget: Opex & Capex

System & Infrastructure Security

- Ensure operational security controls are implemented and monitored
- Manage ICT operational risks in collaboration with infrastructure and security teams, including the identification, remediation & tracking of vulnerabilities
- Management of logical & physical access rights for employees & contractors across systems, network infrastructure, and facilities
- Contribute to business continuity & disaster recovery readiness
- Outputs:
 - Reduced operational & security risk
 - Compliance with security & governance requirements
 - Improved resilience of ICT services

People Management & Operational Leadership

- Manage workloads, capacity & skills development – oversee development & retention of key talent
- Implement succession plans for critical roles
- Promote a culture of learning & development
- Recommendations for the revision of role profiles & evaluation of roles within the department

Reporting, Risk & Management Support

- Provide monthly operational reports (e.g. call tracking, cell phone usage) reports to the CIO
- Highlight risks, issues & dependencies proactively
- Support Governance, Risk & Audit structures
- Develop recommendations related to new technology improvements & implementation
- Outputs:
 - Early identification of risks & trends
 - Clear operational insight for management

Minimum Requirements

- Bachelor's degree or equivalent (NQF 7) in Information Systems / Management / Technology
- Certification in Call Centre Support will be an added advantage
- Information Technology Infrastructure Library (ITIL) Foundation will be an added advantage
- 3 – 5 years User Support, ICT Systems, Technical ICT Support Systems of which 3 years in Management role
- Proven experience managing ICT teams
- Experience working in a structured ITSM environment
- Experience managing vendors & service providers
- Sound knowledge of latest trends in ICT
- 5 years managing ICT Operations will be an added advantage
- Exposure to enterprise systems (ERP, infrastructure, security) will be an added advantage
- Valid driver's license

Leadership

- Strategic Thinking
- Leading Others
- Service-Orientated Mindset
- Driving Change
- Operational Delivery
- Commercial Insight
- Accountability & Ownership

Behavioural

- Planning & Organising
- Analytical
- Problem Analysis & Solving
- Attention to Detail
- Influencing & Communication
- Regulatory & Compliance
- Stakeholder Management

Technical

- Network Administration
- Risk Management
- Project Management
- Asset Management
- ICT Service Management (ITIL/ITSM)
- Vendor Management & SLA Management

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Interested qualified individuals can e-mail a concise CV and must submit relevant copies of qualifications in confidence to:
Ms. Sandra van der Walt, Human Capital Practitioner, sandrarecruitment@safcol.co.za (contact number 082 079 1092)

Closing Date: 5 February 2026

Should you not have received a response within 30 days of the closing date, please consider your application unsuccessful.