



The Universal Service and Access Agency of South Africa (USAASA) is established in terms of the Electronic Communications Act 36 of 2005. USAASA is an equal employment employer, supportive of the objectives of the Employment Equity Act, and encourages suitably qualified individuals from all groups including special designated groups to apply for the following position:

Chief Technology Officer
Salary R1 216 824 xv R1 433 355 per annum
(3 – Years) Fixed Term Contract
(Ref 2025/02/01)

Key Purpose:

The main purpose of the Chief Technology Officer is to lead USAASA's Digital transformation journey and manage planning, acquisition, development, maintenance and usage of the digital technologies as a core for service delivery within USAASA and its stakeholders. To manage internal IT systems and infrastructure to ensure alignment to business operations optimisation and enable USAASA to deliver on its core business and ensure citizen convenience in ensuring digital inclusion. Externally, the CTO will Lead the innovation for USAASA digitisation and customer centric solutions in ensuring universal access and service and identify user and business needs and provide technological solutions. Further, maintain Information and Communication Technology (ICT) governance and strategies, researching and implementing technological strategic / business solutions. Business solutions include, Microsoft solutions, SAP ERP system, ArcGIS system, Disaster Recovery, and Communications systems.

Key outputs:

Business Strategy Leadership and Governance of ICT:

- To participate in developing the USAASA and USAF Strategy through providing technology input for the USAASA and USAF strategic planning processes
- To define and develop digital transformation of USAASA and USAF as well as the objectives and goals in line with the business strategies of USAASA and USAF
- To develop the technology business plans and

Annual Performance Plans (APP) that are aligned to the USAASA and USAF strategy and mandate and submitting the relevant input documentation required for the final approved plan. Research and implement the latest technological innovation like IoT, Big Data, Cyber Security and AI among many to ensure USAASA becomes the leading edge organisation in closing the digital divide using emerging technologies in underserviced areas •To develop and implement IT Policies, processes and procedures required for the proper functioning of IT in order to protect USAASA and USAF information •To establish and sustain the IT Steering Committee to ensure that governance of ICT is aligned to King IV and to ensure that IT investments decisions are aligned to business needs and requirements •To communicate relevant APP and business plans with relevant employees through formal and informal information discussions and presentations annually and on an ongoing basis •Manage resources allocated to ICT to deliver the departmental objectives through defining required deliverables, standards and deadlines, allocating resources and communicating to staff annually and on an ongoing basis •Manage IT risks by identifying risks, developing a risk register, introducing mitigating strategies •Resolve challenges hindering or threatening the successful achievement of the departmental objectives through identifying the challenges, diagnosing the issues, addressing the issues •To ensure that cost effective ICT solutions are introduced to enable efficiency and effectiveness in the running of USAASA and USAF business• To ensure contracts and Service Level agreements (SLA's) are developed, agreed upon, signed with all ICT Service Providers and to manage such contracts and SLA's• Develop, manage and maintain the IT disaster management plan by defining disaster management practices, managing the implementation of these practices and reviewing the plan in line with needs of the business and good practices annually •To ensure that all legislative and compliance requirements are complied with and delivered to standard through ensuring that all annual reporting is completed according to defined standards on time •Manage the IT department performance by ensuring that all performance is aligned with the APP and Strategy and departmental objectives are delivered by the defined deadlines.

Information Security Management:

•Drive the implementation, support and maintenance of secure ICT hardware such as servers, firewalls, routers, and switches to ensure storage and communication of USAASA and USAF data and information to run the business on an ongoing basis •To implement and maintain ICT security systems and structures such as antivirus, monitoring, audit trailing and support tools to ensure secure data and information transfer and storage at all times

•To implement and support CCTV and access control systems to ensure that USAASA assets are protected at times •To implement backup and disaster recovery systems in line with business strategies and policies by developing plans, allocating resources and tracking delivery on an ongoing basis •Implement corrective action to address identified systems security risks by identifying, developing an action plan and implementing by the agreed deadline • Ensure that all systems security requirements are up to date and deliver required levels of performance (including but not limited to Virus protections systems, firewall etc.) by developing tracking and monitoring tools and managing utilisation of these and addressing non-compliance on an ongoing basis •Ensure that all software is licensed and up to date in order to achieve adequate security levels at all times by conducting audits and addressing issues within SLA

Internal Business Process Management and Business Systems Support:

•To ensure that USAASA business processes are reengineered and automated according to business appetite by engaging with business, developing amended and updated processes in line with business needs and implementing within agreed project deadlines •To manage the implementation and support of the defined institutionalised ERP system to automate USAASA / USAF business processes and integrate with other state entities to enable the implementation of defined USAASA/ USAF strategy by defined deadlines •To manage implementation, support and maintenance of the business systems including but not limited to Wide Area Network, Internet, Intranet, Telephone system, 3G APN, e-mail system, printing and Wi-Fi; that promote seamless communication to run the business of USAASA and USAF daily •Ensure that all internal IT systems are implemented according to defined and approved standards and methodologies such as the Systems Development Life Cycle (SDLC) and Project management principles within approved deadlines •Manage correction of errors and development of system enhancements through:

- ❖ Scoping the developing consequences with the service provider
- ❖ Procuring development costs for error correction
- ❖ Preparing and presenting motivations for error correction development costs
- ❖ Contracting service providers for development to address errors and
- ❖ Manage service provider delivery against development programme, specification and contract
- ❖ Test enhancements
- ❖ Coordinate user testing of enhancements and ensure appropriate signoff prior to implementation
- ❖ Manage implementation

External Business Process Management and Business Systems Support:

- To manage the implementation, support and maintenance of all operational systems (including but not limited to ArcGIS, Rapid Deployment Connectivity etc.) to facilitate and enable the core business to properly plan and execute the implementation and rollout of Operational objectives on the Master Plan on an ongoing basis and by defined deadlines
- Ensure that all external IT systems are implemented according to defined and approved standards and methodologies such as the Systems Development Life Cycle (SDLC) and Project management principles within approved deadlines

Reporting:

- Develop and update reporting calendar for all areas of IT across the organisation monthly, quarterly and annually
- Ensure that IT security, internal and external systems and IT projects and progress are reported on by gathering data, collating, making recommendations and findings and complying with reporting standards monthly, quarterly and annually
- Ensure that reporting tools that enable the accurate and automated pulling of reports that are required on a regular basis are built according to standard and within deadlines
- Ensure that existing reports are reviewed for accuracy and consistency by conducting audits, evaluating reporting inputs and data monthly and managing maintenance as required
- Ensure that new reports or reporting tools are developed by managing that the following are being completed within the IT team:
 - ❖ Reviewing business reporting requirements,
 - ❖ Sourcing and analysing data from the system
 - ❖ Building reporting tools / reports or outsourcing for development by appointed service providers
 - ❖ Testing new reports / tools for accuracy, completeness and consistency and
 - ❖ Compiling and distributing reports as required

Service Provider Management:

- Develop list of approved and appropriate service providers to address systems needs annually and update monthly
- Manage the selection and appointment of service providers for

contractual support needs by checking compliance with the procurement procedure, tracking quality of service provider performance and addressing non-performance in line with the contract and service provider management policy as and when required •Develop and implement agreed service level agreements and contracts with Service Providers by following the relevant policies and procedures as and when required •Manage compliance with SLA's and contracts by implementing Service Provider SLA monitoring tools and guidelines and measuring monthly •Receive invoices, check for accuracy against work / project plan completion and budget, approve or amend and submit for payment within SLA

- Make recommendations on changing or maintaining of contracts by reporting on Service Provider performance and making recommendations annually or when contracts are up for renewal
- Manage the service provider relationship optimally by establishing successful communication parameters, defining performance expectations and addressing non-performance proactively and in a constructive yet delivery focussed manner as and when required.

Staff Management:

- To build capacity within the team through developing skills and competencies, addressing development needs and providing coaching and mentoring support on an ongoing basis and in monthly individual performance discussions
- To monitor, evaluate and manage the team performance through implementing the IT policies, implementing performance process and, when required, instituting compliant disciplinary action within the approved SLA and on an ongoing basis
- To recruit quality team members to support the team and organisation and the achievement of its objectives and strategy through defining the role requirements, identifying critical competencies, testing for these competencies and appointing within the HR and EE policy guidelines as and when required
- To build a cohesive, high performing team through motivating, guiding, coaching, mentoring and leading in a fair and consistent manner to deliver on the organisational performance and strategic requirements
- Ensure the development and management of employees within the business unit
- Implement and maintain a relevant management approach to support effective business unit
- Develop and sustain a culture of high performance, professionalism and integrity to support the overall quality of service delivery
- Ensure the control of budgeting and expenditure processes in line with strategic objectives and relevant legislation.
- Ensure the effective utilization of all other resources (including information security, Assets, infrastructure, etc.) within business unit.
- Ensure employment equity compliance
- Facilitate staff productivity and efficiency minimizing absenteeism and turnover figures.

Requirements

Qualifications:

- Matric, bachelor's degree or national diploma in Computer Science, Information Systems or Information Technology (NQF Level 7) as recognised by SAQA, or equivalent
- System Development specialisation and IT Best Practice certificates in COBIT, ITIL, industry certification like in Project Management (PMBOK, PRINCE2 and IT Governance Cobit are preferred and an added advantage.

Experience: (including relevant sector specific experience)

- Minimum 5 to 7 years' experience working in IT
- Minimum 5 to 7 years IT Management experience engaging with users at all levels
- 5 to 7 years internal and external IT system implementation and maintenance management experience is preferred
- 3 years' public sector experience is required. Experience in leading business transformation using digital technologies to improve customer experience.

Applications:

Application letters accompanied by a comprehensive curriculum vitae, certified copies of qualifications and identity document should be forwarded for the attention of Ms. Sharonne Scheepers to recruitment@usaasa.org.za or hand delivered to building 1 Thornhill Office Park, 94 Bekker Street, Vorna Valley Midrand, 1685.

Closing Date: 14 March 2025

Note: Correspondence will be limited to the shortlisted candidates only. If you have not been contacted within 3 months of the closing date of the advertisement, kindly regard your application as unsuccessful. Shortlisted candidates must be prepared to consent and be subjected to necessary security vetting and competency assessment.

Enquiries: Sharonne Scheepers (Recruitment & Selection), Tel. (011 564 1653)

