



*The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureaux, alternative dispute resolution agents, payment distribution agents and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the NCR to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position:*

**Position : ICT Technical Supervisor**  
**Paterson Grade: D-Lower**  
**Salary ranges from R 405 200 – R 769 900 Maximum**

**Requirements:**

- The successful candidate must hold a Bachelor Degree or National Diploma in Computer Sciences or equivalent qualification, with a minimum of five (5) years ICT technical and infrastructure management experience, of which five (3) years should be in ICT technical projects implementation as well as experience in applications and systems support.
- Microsoft Engineer certified qualifications (MCSA and or MCSE).
- CISCO certified qualifications such as CCNA/CCNP will be an added advantage.
- DPSA ICT governance framework and regulatory experience will be an added advantage.

**Duties:**

- 3 years hands on experience on managing ICT hardware and technical projects from start to end.
- 3 years in-depth knowledge, experience and execution of system development life cycle from start to end.
- 3 years' experience in procurement of ICT equipment from specification, terms of reference to evaluation and presenting as adjudication without fail.
- 3 years' in set goals for performance and deadlines for first tier ICT service desk in ways that comply with company's plans and vision and communicate them to first tier ICT service desk subordinates
- 3 years' hand on experience in implementing system back-up strategies. Locally and to the DR solution.
- 3 years' experience in tracking end-of-life of assets and planning for replacements in the annual budget (be able to formulate a budget).
- 3 years' experience in assisting in managing of all ICT Technical and ICT Operations service level agreements.
- 3 years' experience in performance management and ensuring that team members (first tier ICT service desk) achieve their performance objectives as per the performance management policy.
- 3 years hands on experience with ICT audits and in responding mitigating of ICT audit findings.
- 3 years' experience in planning, monitoring, and appraising first tier ICT service desk job results; conducting training, mentoring junior personnel
- 3 years' experience in implementing enforcing, reporting on ICT security, formulating and enforcing all ICT systems, policies, and procedures.
- 3 years' experience in CISCO/HP routers and switches configurations, maintenance and support.
- 3 years' experience in CISCO firewall (all its features) implementation, maintenance and support (VPN configurations and support).
- 3 years' experience in interconnectivity incident, problem identification, troubleshooting and correction.
- Experience and knowledge on Enterprise Architecture will be advantageous
- Ensuring that Business Continuity and Disaster Recovery Services are developed implemented and maintained.

**Knowledge:**

- Technical knowledge and experience in network infrastructure and ICT systems.
- Sound knowledge of ICT security.
- COBIT, ITIL, PRINCE2 frameworks knowledge.
- Vast project management knowledge and experience
- Expert understanding of application integration techniques in Microsoft Windows environment
- Procurement processes.

**Skills:**

- Job delegation skills.
- Microsoft platform, HP hardware and cisco hardware technical skills
- ICT network Infrastructure troubleshooting and resolution skills.
- High technical virtualization skills on (Hyper-V and or VM-Ware).
- Conflict resolution and negotiation skills.
- Strong interpersonal and professional ethics.
- Research, interpretation and presentation skills.

- Risk planning and management.
- Budgeting principals.
- Reporting and escalation of ICT incidents and problems

**Additional requirements** – Candidates who will pass the interview stage will be required to complete a technical assessment and the psychometric assessment.

**Closing Date: 14 June 2022**

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [IF-Recruitment@ncr.org.za](mailto:IF-Recruitment@ncr.org.za).

*Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.*



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