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## Position Description

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Vacancy Title: **Manager ICT**

Location:

Reports To: **None**

### Objective

The Manager ICT was responsible for ensuring the effective provisioning, operation, and continuous improvement of ICT systems, infrastructure, services across the organisation and subsidiary companies. This included maintaining secure, reliable, and accessible network, hardware, and software environments to support business operations and service delivery. The role was accountable for managing ICT risks, ensuring data integrity and system security, supporting users through responsive service delivery, and aligning ICT systems and solutions with organisational needs and strategic priorities.

### Outcomes

#### Organisational Stakeholders

1. ICT systems and infrastructure were managed to ensure availability, reliability, and security

- Network, software, and communication systems were maintained and accessible to users
- Data security, backups, and access controls were implemented and maintained
- Systems were updated and aligned to operational requirements

2. User support and ICT service delivery were provided effectively

- Helpdesk support and system access were managed in a timely manner
- User training on systems and security was delivered
- Service standards and user requirements were met

3. ICT risks, security, and compliance were managed effectively

- Data integrity and system security controls were implemented and monitored
- Compliance with ICT policies, procedures, and standards was ensured
- Audit requirements and issues were addressed in a timely manner

4. ICT systems and business processes were analysed and improved

- Business systems were reviewed and improvements were identified and implemented
- ICT solutions were aligned to organisational needs and operational requirements
- ICT projects and system enhancements were delivered within required timeframes

5. ICT function was led and managed effectively

- ICT operations, budgets, and resources were managed to support delivery
- Staff performance, development, and capability were monitored and strengthened
- Effective work practices and a compliant work environment were maintained

6. Departmental planning, reporting, and administration were delivered

- ICT plans, budgets, and reports were prepared and submitted in a timely manner
- Records, systems, and documentation were maintained accurately
- Policies, procedures, and controls were implemented and updated

7. Stakeholder engagement and organisational support were maintained

- Internal and external stakeholder relationships were managed effectively
- ICT services supported organisational performance and operational delivery
- Professional standards and service expectations were maintained

8. Organisational values and standards were upheld

- Confidentiality and integrity of information were maintained
- Professional conduct and organisational values were demonstrated

### Responsibilities - Key Competencies

#### Competence

#### Description

#### Business

Competence	Description
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.

#### Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.

#### People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

#### Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Information Technology/Computing	Degree in Information Technology
<b>Preferred</b>		
Higher Degree incl. Post Grad Cert or Dip	Information Technology/Computing	

## Work Knowledge and Experience

Relevant professional certifications in ICT, network administration, or systems management were considered an advantage.

A minimum of 6 to 8 years of experience in ICT, including at least 3 to 5 years in a supervisory or management role, was required.

Demonstrated experience in managing ICT infrastructure, networks, and enterprise systems within a medium to large organisation was required.

Strong knowledge of network architecture, server environments, data security, and ICT operations was required.

Proven experience in leading ICT teams, managing projects, and supporting organisational systems and users was required.

## Requirements

### Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Executive Management	

## Attributes

### Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Innovative	Devises new and creative ways to do things comes up with original ideas.

### Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team	Enjoys being with others as part of a group or team.
Oriented	

## Thinking Styles

- Analytic      Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Initiative    Takes action and makes decisions without the help or advice of other people.
- Well organised      Controls tasks in a well thought out and critical manner.

## How To Apply

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## Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information:--

**Closing Date: 03 May 2026**