Job Title:	Fixed term: Chief Digital Officer – 3 years
Organisation:	NEMISA
Department:	Office of the Chief Executive Officer
Location:	Auckland Park, Gauteng
Salary Range:	Level 15
Reference Number:	NEM-17/12/2023

MAIN PURPOSE OF JOB

The Chief Digital Officer will assist NEMISA set and execute digital strategies, manage technology planning and technology resources, improve customer digital experience, optimize operations and expand business value. The incumbent will lead NEMISA's digital transformation and be responsible for internal and external ICT operations.

JOB OBJECTIVES

(a) Strategic Planning and Operational Management

- Develop a clearly defined and compelling digital strategy for the Institute.
- Overall control and management of the Corporate Services Department.
- Develop a comprehensive ICT and Digital Plan that enables a high-performance organisational culture.
- Serve as the executive sponsor for digital process innovation.
- Ensure that NEMISA technology strategies serve the organisation's business strategies.
- Oversee the measurement of ROI on digital projects, fine-tuning approaches as needed.
- Spearhead the formulation, implementation, and refinement of digital learning.
- Oversee the maintenance of up-to-date knowledge of technology standards, and best practices.
- Oversee the planning, coordination and implementation of new and existing technologies, systems, and applications for continuous support to business and academic operations.
- Oversee the delivery of quality technology and support through effective needs assessment, system design and implementation processes.
- Oversee Review and approve systems, applications, and security specifications and standards for administrative and academic application networks and software.
- Oversee the development of ICT products and technologies that respond to the needs of the Institute.
- Align ICT business unit's objectives and programmmes with the Institutes strategies and objectives.
- Ensure a contemporary and effective ICT operating model and value delivery framework that supports the timeliness, quality and efficient delivery of digital initiatives.

- Oversee the creation of a digital culture and enhance the digital business technology platform.
- Monitor and oversee the performance of Digital systems and services, in respect of their contribution to business performance.
- Review and approve systems, applications, and security specifications and standards for academic application networks and software.
- Research alternative methods, designs, and programming concepts to keep NEMISA at the forefront of technological advancement.

(b) ICT Infrastructure and security management

- Oversee and guide the information technology infrastructure to maximize efficiency, productivity, and access.
- Oversee the implementation of appropriate measures to secure digital services.
- Oversee the management of personal information and other confidential information held and processed by the ICT department.
- Oversee the monitoring of cyber security in all digital services.
- Oversee the environmental and virtual security of servers.
- Oversee the monitoring, testing and reporting on the security of the organisation's digital security measures.
- Oversee the management information security requirements for NEMISA in order to facilitate organisation's innovation and learning operations.
- Oversee the identification of the Institutues ICT infrastructure and digital technologies requirements.
- Oversee the implementation of integrated ICT systems and relevant infrastructure.
- Oversee the Implementation of all hardware, software and server systems and processes within the Institute.

(c) Project Management

- Develop and monitor the implementation of project management strategies, plans, policies and procedures.
- Oversee the planning, design and implementation of special projects.
- Oversee the development and implementation of systems and tools for the execution, monitoring and completion of projects.
- Monitor the progress reports of projects, identify challenges and recommend remedial actions.
- Oversee the support of project beneficiaries.
- Oversee the allocation of project resources.
- Monitor project deliverables and ensure the completion of projects timeously.

(d) Business Continuity

- Oversee that effective Business Continuity Plans are developed and aligned to overall NEMISA Business Continuity Plan.
- Oversee the establishment of necessary procedures and resources that enable key ICT systems and services to be recovered in an efficient and timely manner.
- Oversee the establishment of methods and procedures that enable managers to assess risk and business impact in order to determine the adequacy of the ICT Business Continuity Plans.
- Ensure cost-effective mechanisms exist for recovery of services and facilities.
- Ensure the protection of all relevant NEMISA ICT assets and services
- Oversee the management of backup systems and processes

(e) Governance, Compliance and Risk Management

- Oversee the development, implementation, review and updating of ICT policies, processes and procedures.
- Ensure maintenance of appropriate internal controls and security-related procedures
- Proactively ensure the identification and mitigation of risks
- Manage ICT systems risks
- Implement disaster recovery and back-up procedures and control structures, including identifying potential problems and developing effective solutions.

- Oversee compliance to laws and regulations and policies and procedures.
- Provide effective professional advice and guidance to the Institutes managers and employees regarding the ICT policies, practices and procedures.
- Oversee the development of Risk Management strategy, tools and practices for the business unit to analyse and report risks in line with the overall risk strategy of NEMISA.
- Manage risks according to the Risk Management Framework.
- Ensure the effective monitoring and evaluation of risk-related activities.
- Oversee the segregation of duties within the ICT department.
- Oversee compliance with relevant legislation and regulations.
- Oversee the development controls and framework for governance, risk and compliance.
- Oversee the development a process for data classification for security, risk, and business impact.

(f) Financial Management

- Compile the annual budget for the division through discussion with the various sub-units on financial requirements
- Monitor financial resources and ensure compliance with management directives
- Ensure the monitoring and controlling of expenditure of the unit is in line with the budget
- Oversee control of budgeting and expenditure process in-line with strategic objectives and relevant legislation.
- Compile and submit accurate financial data in accordance with prescribed guidelines, standards and formats.
- Identify deviations from the budget and take remedial action.
- Manage the business unit's cash-flow and expenditure.
- Motivate the acquisition of assets and resource requirements as required.

(g) Stakeholder Management

- Engage and build inter-departmental relationships with internal stakeholders.
- Participate in internal and external stakeholder forums as directed.
- Represent and participate in NEMISA's committees and/or task teams.
- Represent the Institute at external events when required.
- Develop sound strategic relationships with relevant stakeholders (e.g. Unions) to support the business unit and Institute.

(h) Human Capital Management

- Manage internal staff and coordinate internal resources.
- Provide required training and development to employees to ensure optimal performance.
- Manage and maintain optimal utilisation of human resources or capacity within NEMISA.
- Manage subordinates by allocating work, assessing progress, and providing training and coaching where necessary.
- Determine staffing requirements and ensure the proper recruitment and selection of high-performing human capital.
- Ensure that training interventions are aligned with the Institute's and employees' needs.
- Manage performance of subordinates and implement corrective measures where required.
- Effectively respond to employee queries.
- Provide leadership to the ICT Team by keeping them informed and engaged, providing ongoing performance feedback, coaching and guidance.
- Develop and maintain a culture of high performance, professionalism and integrity to support overall quality of service delivery.

(i) Reporting

- Report on the unit as required by internal and external stakeholders.
- Submit management reports to the CEO and to all stakeholders on a monthly, quarterly and annual basis or as may be required from time to time.
- Provide regular reports to the Chief Executive on the revision of targets if necessary and progress towards the achievements of targets.
- Ensure the compilation and timely submission of accurate information in accordance with prescribed standards and formats.

Education: Formal Qualifications

Education involves the acquisition of knowledge and skills through learning where subject matter is imparted systematically. Formal qualifications are obtained by studying at formal institutions e.g. universities, Technikons, colleges, etc.

Level of Education:	Master's degree in information technology or Business Information Management or another related equivalent.

Job related Work Experience

Experience is obtained through opportunities for exposure and practice at work. It includes all working experience that has some bearing on the job and is not restricted to the current organisation. Supervised on-the-job training, internships and learnerships are incorporated within this category.

Minimum:

- 8 -10 years' management experience in Information Technology
- 5-8 years experience in a public entity
- Must have experience ERP Systems, Business Intelligence Systems or any other that is used in systems development.

Job related Knowledge

Job-related knowledge is typically gained through formal or informal training programs (these exclude programs through which Formal Qualifications are attained). It includes knowledge of facts, data and information and understanding the rationale behind models, theories, and principles.

- Knowledge and understanding of core business processes and associated technical solutions.
- Knowledge of digital strategies and technology-focused initiatives
- ITIL foundation Version 3 or higher
- ERP Systems
- Business Intelligence Systems
- Scrum Methodology or any other that is used in systems development.
- SDL Methodology

Job related skills, competencies & personality traits required.

Job-related skills are typically gained through formal or informal training programs. (This excludes programs
through which Formal Qualifications are attained. Skills refer to how to do things. They are demonstrated in the
application of techniques and procedure

A. BEHAVIOURAL COMPETENCIES

- Decision making and Problem-solving
- Conflict management
- Negotiation skills
- Working under pressure
- Prioritizing
- Quality and service focus
- Integrity
- Accountable
- Efficiency
- Professionalism
- Flexibility and adaptability

B. TECHNICAL COMPETENCIES

- Leadership
- Planning and organising
- Strategic management
- Business writing skills
- Time management
- Multi-Tasking skills
- Written and verbal communication skills
- Analytical thinking
- Creativity and Innovation

Important note:

Please email through comprehensive CV and certified copies of Qualifications/Supporting documents to: **chiefdigitalofficer@nemisa.co.za**

- If you do not hear from us within one week of the closing date, please regard your application as unsuccessful.
- Preference will be given to historically disadvantaged applicants.
- Only candidates who meet the minimum requirements should apply. Correspondence will only be limited to short listed candidates.
- NEMISA reserves the right not to make an appointment.
- Closing Date: **14 January 2024** (16:00pm).

We are committed to Employment Equity when recruiting internally and externally. It is company policy to promote from within wherever possible. Therefore, please be aware that internal candidates will be considered first before reviewing external applicants if this supports achievement of our Employment Equity goals.