



City of Johannesburg  
Group Corporate & Shared Services: Group Human Capital Management

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## PERMANENT POSITIONS

**The City of Johannesburg seeks to fill the below mentioned executive level position. Appointment in this position will be subject to the signing of a performance agreement, as well as disclosure of financial interests**

**This Vacancy is open to External Applicants AND Employees of the City of Johannesburg**

- Department:** Group Information Communication Technology & Information Management  
**Branch:** Group Information Communication Technology & Information Management  
**Designation:** Group Head: Customer & Service Relationship Management  
**Salary:** R78 769.26 – R98 460.28 – R123 072.75 pm (basic salary excluding benefits)

### **Appointment Requirements:**

- Bachelor's or Master' Degree in Information Technology, Computer Science, Information Systems or related field (NQF level 7);
- 10 to 15 years' experience of IT and business/industry work experience, with at least 5 years of leadership experience in managing multiple, large, cross-functional teams or projects and influencing senior level management and key stakeholders;
- Advanced technical and business knowledge in software development life cycle, quality assurance, project management and other related disciplines/processes
- Mentoring and coaching, project management, report writing, good communication, presentation and analytical skills; and
- Must have a valid driver's license and own transport.

**Primary Function:** Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serve as the business relationship linkage between business units and IT at executive level. Provide strategic integration of Service Management strategies, policies, standards and practices. Accountable for relationships with the ICT vendors, Municipal Entities and State-Owned Entities. Strives to be a valued and IT service provider to all business.

**Key Performance Areas:** Provide strategic integration of service management strategies, policies, standards and practices; Facilitate the planning and execution of business changes; Develop business/IT strategy, solution discovery, service, risk and relationship management; Provide support in delivering technology products and services; Provide support to ensure business satisfaction, facilitate planning and execution of business changes using technology; Agree business performance targets within various business units and take accountability for overall achievement; Agree and

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manage service level agreements with internal and external vendors; Overall accountability for SLA negotiations with vendors and monitoring thereof; Share knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness; Serve as the business relationship linkage between business units and IT at executive level; Accountable for relationships with the ICT vendors, Municipal Entities and State-Owned Entities; Strives to be a valued and IT service provider to all business; Ensure establishment and maintenance of effective working relationships with Group employees, senior officials and other stakeholders; Report Customer Experience status to the business units across the organization and Executive Committees.

**Leading Competencies:** Strategic direction and leadership; people management; program and project management; financial management; change management; change leadership and governance leadership.

**Core Competencies:** Moral competence; planning and organizing; analysis and innovation; knowledge and information management; communication and results and quality focus.

***These are employment equity targeted positions and preference will be given to EE targeted groups including people with disabilities.***

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**This Vacancy is open to External Applicants AND Employees of the City of Johannesburg**

2. **Department:** Group Information Communication Technology & Information Management  
**Branch:** Group Information Communication Technology & Information Management  
**Designation:** Group Head: ICT Security Audit Risk and Governance  
**Salary:** R78 769.26 – R98 460.28 – R123 072.75 pm (basic salary excluding benefits)

**Appointment Requirements:**

- Bachelor's Degree in Information Technology, Computer Science, Information Systems or related field (NQF level 7);
- 10 to 15 years' experience of IT and business/industry work experience, with at least 5 years of leadership experience in managing multiple, large, cross-functional teams or projects and influencing senior level management and key stakeholders;
- Regulations such as Sarbanes-Oxley, Base I, ii and HIPAA;
- Sound knowledge of relevant legislation that govern employment practices, i.e. MFMA, EEA, SDA, BCEA and LRA, including Corporate Governance;
- In-depth understanding of Government strategic thinking and policies in relation to Customer Information and Network Technology Operations and how they can practically be applied;
- Mentoring and coaching, project management, report writing, good communication, presentation and analytical skills; and
- Must have a valid driver's license and own transport.

**Primary Function:** Responsible for the planning and development of an enterprise information security strategy and best practices in support of the enterprise's information security architecture. Collaborate with key business and IT leaders to develop security and business continuance standards and action plans. Direct all security audits and tasks to ensure that the integrity, confidentiality and availability of information to end-users are not compromised. Ensure that IT complies with existing laws and regulations and that the enterprise's IT environment is secure. Ensure that tools or technologies are implemented to reduce the risk of "denial of service" attacks against system. Act as a corporate advocate for information security and business continuance best practices. Consult with senior IT and business leaders regarding their information security risks and responsibility in minimizing them. Maintain reliable, up-to-date information from the government and across the industry regarding identification of new threats and vulnerabilities.

**Key Performance Areas:** Consult with senior IT and business leaders regarding information security risks and minimizing them; Develop and maintain the IT risk and compliance management strategy; Lead cross-functional teams in performing reviews and tests of IT internal controls; monitor and analyse technology risk trends, recommend IT polies, procedures and practices; Work collaboratively with corporate compliance, internal auditing and corporate risk management and technical teams in the design and implementation of audit, risk assessment and regulatory compliance practice; Collaborate with key business and IT leaders to develop security and business continuance standards and action plans; educate IT and business executives on mitigation strategies and approaches; Advise IT and business executives on the status of technology risk and compliance issues; Act as a corporate advocate for information security and business continuance best practice; Provide

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oversight regarding audit, regulatory and risk management; Lead, direct and control the identification and defining of the short to medium term objectives and priorities of the department; Ensure IT complies with existing laws and regulations; Maintain reliable, up-to-date information from government and across the industry of new threats; Coordinate the IT component of all audits; Process detailed knowledge of industry regulatory environment and risk management practices and thorough understanding of local and international regulations.

**Leading Competencies:** Strategic direction and leadership; people management; program and project management; financial management; change management; change leadership and governance leadership.

**Core Competencies:** Moral competence; planning and organizing; analysis and innovation; knowledge and information management; communication and results and quality focus.

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