JOB TITLE	:	**HEAD: IT OPERATIONS**
JOB GRADING	:	**D5**
REPORTS TO	:	**CHIEF INFORMATION OFFICER**
BUSINESS UNIT	:	**IT**
LOCATION	:	**PRETORIA**
POSITION STATUS	:	**PERMANENT**

Purpose of the Job

Responsible for ensuring the smooth operation of Postbank's technology systems, infrastructure, and processes.

Job Responsibilities

- **Technology Operations**: Oversee the day-to-day operations of the bank's technology systems, including infrastructure, applications, and data centers.
- **System Maintenance**: Ensure the maintenance and support of technology systems, including upgrades, patches, and troubleshooting.
- **Disaster Recovery**: Develop and implement disaster recovery and business continuity plans to ensure minimal disruption to banking services.
- **Risk Management**: Identify and mitigate technology-related risks, including cybersecurity threats, data breaches, and system failures.
- **Compliance**: Ensure compliance with regulatory requirements, industry standards, and internal policies.
- Vendor Management: Manage relationships with technology vendors, including contract negotiation, performance monitoring, and issue resolution.
- **Budgeting and Cost Management**: Manage the IT Operations budget, including cost allocation, forecasting, and optimisation.
- **Talent Management**: Lead and develop a team of technology professionals, including recruitment, training, and performance management.

Qualifications and Experience

Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field. Certified Information Systems Security Professional (CISSP): Certification in information security, including security management, risk management, and incident response. Certified Information Technology Infrastructure Library (ITIL): Certification in IT service management, including service strategy, service design, and service transition. Certified Scrum Master (CSM): Certification in agile project management, including Scrum framework, roles, and ceremonies.

Years of experience:

- 10+ years of experience in technology management, including experience in banking or financial services. 5+ years of experience in leadership roles, including experience managing teams and budgets.
- Banking industry experience, ability to build and maintain relations with banking regulators (FIC, PASA, Bankserv)

Knowledge and understanding of:

Technology Infrastructure: Knowledge of technology infrastructure, including data centers, networks, and cloud computing. **Application Management**: Experience with application management, including development, testing, and deployment. **Cybersecurity**: Knowledge of cybersecurity principles, including threat management, vulnerability assessment, and incident response. **Data Management**: Experience with data management, including data governance, data quality, and data analytics. **Cloud Computing**: Knowledge of cloud computing platforms, including Amazon Web Services (AWS), Microsoft Azure, or Google Cloud Platform (GCP).

Attributes

Leadership: Strong leadership and management skills, including the ability to motivate and develop teams. **Communication:** Excellent communication and interpersonal skills, including the ability to communicate technical information to non-technical stakeholders. **Problem-Solving:** Strong problem-solving skills, including the ability to analyze complex technical issues and develop effective solutions. **Collaboration:** Ability to collaborate with cross-functional teams, including technology, business, and operations teams. **Adaptability:** Ability to adapt to changing technology landscapes, business requirements, and regulatory environments.

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to **RecruitmentSN@postbank.co.za** Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

13 December 2024

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

POPIA provides that everyone has the right to privacy, and it includes a right to protection against the unlawful collection, retention, dissemination and use of personal information. By applying for employment, you consent to the processing of your personal information with Postbank. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.