**The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representation within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.**

**INFORMATION AND COMMUNICATION SERVICES**

**DIRECTOR: (APPLICATION) SUPPORT AND DEVELOPMENT**

**PEROMNES GRADE 05**

**5-YEAR FIXED-TERM CONTRACT (RENEWABLE)**

**HOWARD CAMPUS**

**REF NO. ICS 05/2022**

**PURPOSE OF THE JOB**

The purpose of the job is primarily to develop and oversee the implementation of the strategic and operational plans for the Application Management Department in line with the UKZN IT Strategy.

Furthermore, to provide strategic direction and leadership to the functions listed below, across all 5 campuses and affiliate institutions where relevant:

1. **User Support**
   1. Staff expert desk (audio-visual, PCs, laptops, smart phones, and tablets)
   2. Staff field services (audio-visual, PCs, laptops, smart phones, and tablets)
   3. Staff walk-in center (audio-visual, PCs, laptops, smart phones, and tablets)
2. **Student Computing**
   1. Student expert desk (remote student lab support)
   2. Student lab support
   3. Student walk-in center (configuration of student PCs, laptops, smart phones, and tablets)
3. **Improvement and Development**
   1. Collation of all requests for development from users within the University
   2. Development of business justification and budget for each development request received
   3. Prioritize the list of application developments submitted to the ICT Steering Committee for approval and reprioritization.
   4. Configuration of project teams and initiation of projects including tenders for outsourced developments
   5. Delivery of projects in time and under budget
4. **Innovate internal ICS developments to pro-actively advance the service quality of ICS**
   1. Monitor industry trends versus internal practices
   2. Identify needs and report these to the UICT Steering Committee
   3. Actively implement improved processes and technology advancements
   4. Contribute to the strategic direction of ICS
5. **Financial responsibilities**
   1. Financial budgeting
   2. Cost-efficient and effective spending and cost containment
   3. Financial reporting of actual versus budget
   4. Financial spend approval

**THE INCUMBENT WILL REPORT TO: CHIEF INFORMATION OFFICER (CIO)**

**MINIMUM JOB REQUIREMENTS AND EXPERIENCE**

* Relevant three-year bachelor's degree or equivalent in computer/management-related field.
* A minimum of 10 years of relevant working experience focused on IT and Systems/Applications, in a large organization of which 5 years must be at a managerial level.

**Short-listed candidates may be required to make a presentation.**

**This appointment will be on the 1 January 2018 conditions of service.**

**The total remuneration package offered includes benefits.**

**The closing date for receipt of applications is 13 September 2022.**

**To apply please click on the link:** [**https://ukzn.ci.hr**](https://ukzn.ci.hr)

**Kindly note that the University of KwaZulu-Natal (“the University”) is required to process any Personal Information (as defined by the Protection of Personal Act, 2013 “POPIA”) submitted by candidates when applying for positions at the University. The provision of Personal Information is a requirement in terms of the University’s recruitment and selection process. The retention of any personal information is a consequence of the University being bound by legislative requirements and/or good governance practices as well as record keeping for statistical purposes. The University will endeavor to ensure that the appropriate security measures are in place and implemented for both electronic and paper-based formats that are used for processing the personal information recorded through this recruitment and selection process.**