



The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) is a Schedule 3A public entity established in terms of the Skills Development Act (Act No. 97 of 1998) Registration Number 17/merSETA/01/04/20 to facilitate skills development for the Metal and Engineering, Motor Retail and Components Manufacturing, Automobile Manufacturing, Plastics Manufacturing and New Tyre Manufacturing Sectors Automotive Components Manufacturing Chamber.

INTERNAL & EXTERNAL ADVERT

We have an excellent opportunity for the following professional to join ICT Unit.

Manager: ICT Service Delivery (D3)

Reference Number: MICT/HO/12/09/25

Salary Level (Min. to Mid): R1 045 491,54 – R1 287 572,99 per annum

FIXED TERM CONTRACT: 24 MONTHS

HEAD OFFICE

Purpose: The incumbent will be responsible for operational leadership, operational oversight, and continuous improvement of merSETA's ICT environment. This role ensures that all information systems, digital platforms, and technology infrastructure are effectively managed, secure, and aligned with organisational objectives. Key responsibilities include overseeing the performance and availability of enterprise systems, managing ICT assets and resources, ensuring robust user support, and implementing risk mitigation strategies. The incumbent will also lead the development and maintenance of merSETA's intranet, internet, and associated portals, ensuring they are reliable, user-friendly, and fit for purpose.

Key Responsibilities

The ideal candidate should be able to fulfill and perform the following key responsibilities:

- Optimize service level agreements with service providers in terms of costs, growth, and technology to support merSETA strategy and business objectives. Clearly define technology architecture
- Implement efficient technology infrastructure and solutions
- Manage outsourced technology services and monitor technology infrastructure effectively
- Manage the environment and facilities effectively, determining ICT capacity requirements and ensuring ICT availability and uptime
- Provide end user support to internal stakeholders and determine requirements for end-user tools when necessary
- Manage emergency changes and track/report change status effectively
- Plan and conduct acceptance tests, establish a test environment, and perform IT impact analysis effectively
- Develop and regularly test backup schedules. Define classification schemes for incidents and service requests



- Verify, approve, and fulfil service requests, and monitor/report service levels
- Review service agreements and contracts effectively, managing potential vendor risks and ensuring timely vendor payments
- Identify IT asset needs from internal stakeholders and procure IT assets as required
- Identify and record current IT assets, manage critical assets effectively, and determine assets that need disposal
- Implement tools for protection against malicious activities and software
- Manage network and connectivity security and user identity and logical access
- Initiate ICT projects effectively, manage stakeholder engagements, and develop and maintain relevant project plans
- Launch and execute projects, monitor, control, and report on project outcomes, and manage project quality and risk effectively
- Report monthly on completed ICT tasks and procedures related to security, asset management, capacity and availability, IT operations, IT continuity, vendor management, IT service management, and IT projects
- Provide input into the budget for ICT requirements and monitor unit budget to prevent over-expenditure
- Manage team performance according to performance contracts and set targets, developing and appropriately skilling the team
- Prepare content for roadshows, conferences, and networking with peers in other SETAs and user forums

Qualifications and Experience

- Degree or equivalent NQF Level 7 qualification in Information Technology or related field
- Minimum of 5 years' experience in Information Technology, 3 years of which should be at management or supervisory role

Advantageous

- Honours Degree or equivalent NQF Level 8 qualification in Information Technology or related field
- More than 5 years' experience in Information Technology

Knowledge and Skills

- Problem Analysis Skills
- IT security architecture and software Skills Project Management Skills
- Knowledge of Server infrastructure and Cloud technologies
- Knowledge of backup and disaster recovery Integrity
- Communication Skills
- Financial Acumen

Offer

The merSETA offers a competitive salary package and an opportunity to work with a dynamic and diverse team. If you meet the requirements and are interested in this exciting opportunity, please submit your application for consideration.



CLOSING DATE: 12 September 2025

The merSETA is an equal opportunity employer and preference will be given to suitably qualified Affirmative Action Candidates and People Living with Disabilities in line with the Employment Equity Plan. To apply for this opportunity, submit a fully completed job application form, a detailed curriculum vitae with three references, clearly quoting the Job Title and Reference Number as a subject in the email:
recruitment@merseta.org.za

Only short-listed candidates will be contacted. Should you not be contacted within 2 months after the closing date, please know that your application was not successful.

The merSETA reserves the right not to make an appointment.

This is a re-advertisement of the vacancy therefore, applicants who applied before should not reapply.

Applicants are urged to follow all instructions as outlined in the advert when submitting their applications.