Durban University of Technology (DUT) is located on the warm east coast of South Africa. It sprawls over seven (7) campuses in tropical and picturesque Durban, and in Pietermaritzburg, with its undulating hills that flow over from the Drakensberg Mountain.

According to our *ENVISION2030* strategy, DUT's DNA has two strands, namely *'people-centred and engaged'* and *'innovative and entrepreneurial'*. These are interwoven intrinsically by a number of double pairs consisting of *'values and principles'* that bind our double-helix together. The extrinsic expression of our DNA is via *The DUT-Way*; which demonstrates our collective character and behaviour.

The University's ultimate goal is to contribute towards improving the lives and livelihoods of all its people, both internal and external. DUT consistently strives towards excellence and greatness in teaching-learning and in research-innovation; something that has been recognized recently when *The Times Higher Education's World University Rankings* placed DUT within the top 500 of Universities in the world and within the top 5 universities in South Africa. The enactment of these internationally recognized strengths is demonstrated in our impactful engagement internally and externally in service of our localities, the region and the country at large.

Department of Information and Communications Technologies Services

Post: Head - Data Analytics/ Data Science (Ref C527)

Minimum Requirements:

- A Masters or Equivalent qualification in Information and Communication Technology, or, Computers Science, or a relevant equivalent qualification from an accredited institution
- 5 to 8 years' experience in a senior management position in business analytics, data management, data analysis, or other data administrative functions
- 5 to 8 years' experience deciphering and organising large amounts of data
- Sound knowledge and understanding of the Higher Education ICTS requirements
- Training in high level service management and management of data systems
- Experience with machine learning and AI
- Ability to communicate complex data in a simple, actionable way
- In-depth understanding of modern database and information technologies

Preferred Qualification:

- A Doctorate or Equivalent from an accredited institution

Key Responsibilities:

- Develop the Data Analytics/Science implementation roadmap as aligned to the ICTS strategy
- Implement the Roadmap in accordance with the Delegation of Authority and the planning document
- Manage and monitor roadmap elements in accordance with proposed outputs including performance metrics and indicators of success
- Develop consistent approaches for effective data analysis and reporting
- Develop and implement relevant policies and procedures to support the compliant use of data across the organisation

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- Develop and maintain the data, methodology, technology, and reporting infrastructure to support business analytics management
- Create and implement documents, templates, and frameworks for analysis and reporting
- Develop models to communicate and display insights and data
- Oversee all analytics operations to correct discrepancies and ensure quality
- Keep abreast of and apply industry knowledge to interpret data and improve performance
- Provide Analytical solutions and management dashboards to contribute to broader business optimisation efforts
- Identify and analyse industry trends with business strategy implications
- Design, develop and maintain the DUT Data Analytics architecture
- Conduct analysis work to support data-driven decisions relating to various projects
- Support management with decision making by providing data insights and analytics
- Assess business needs and objectives to support the definition of company-wide metrics and provide input into the DUT business scorecard from a data perspective
- Advise business units on data requirements and define the requirements to determine type of data and insights needed
- Manage the build of the database and sources of data required
- Develop and implement documentation and data management guidelines, standards, and procedures
- Develop and implement the approach for the maintenance of data integrity
- Manage and monitor the flow of Data to users to ensure regulatory compliance is maintained and complied with
- Analyse the strategic objectives to determine the financial requirements for DAS
- As per the Finance budget guidelines compile the comprehensive budget indicating the financial requirements of each division in accordance with the budgeting guidelines
- Monitor the expenditure against the budget and ensure that spending occurs within the budgetary restrictions
- Compile monthly financial report
- Establish and maintain appropriate systems (analytical tools, information systems, projections of cost behaviour) and policies to ensure effective and efficient management of resources
- Perform accurate forecasting, budgeting, and allocation of resource within the unit
- Develop and manage internal service level agreements with other units
- Ensure effective identification and management of business risks, resources, and continuous improvement
- Manage capacity within the unit to ensure sustained service delivery

Post: Head – Information Systems and Development (Ref C529)

Minimum Requirements:

- A Masters or Equivalent qualification in Information and Communication Technology, or, Computers Science, or a relevant equivalent qualification from an accredited institution
- MCSE or MCSD, or MCSA or equivalent. C# and Java. Python certification plus, PCAP or PCPP
- 5 to 8 years' experience in a senior management position leading a ICTS senior management team
- 5 to 8 years' experience across the ICTS value chain
- Sound knowledge and understanding of the Higher Education ICTS requirements
- Training in high level service management
- Advanced background with ERP systems
- Ability to work with mathematical concepts
- Comfortable managing and leading a team
- Proficient in IT systems terminology
- Advanced experience in data encryption

Preferred Qualification:
- A Doctorate in Computer Science or Equivalent from an accredited institution

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Key Responsibilities:

- Develop the Information Systems and Development implementation roadmap as aligned to the ICTS strategy
- Gain sign off and approval of roadmap across relevant stakeholders
- Implement the Roadmap in accordance with the Delegation of Authority and the planning document
- Manage and monitor roadmap elements in accordance with proposed outputs including performance metrics and indicators of success

- Develop consistent approaches for effective systems and development management
- Develop and implement relevant policies and procedures to support the compliant use of systems across the organisation
- Create and implement documents, templates, and frameworks for analysis and reporting
- Keep abreast of and apply industry knowledge to interpret data and improve performance

- Implement and maintain the appropriate systems infrastructure to provide the business with robust, reliable, and efficient technologies and system performance
- Assess current systems infrastructure, forecasting of future needs, reviews and reporting on efficiencies
- Advise on the entire application and hardware lifecycle
- Manage and review all relevant licensing

- Identify business requirements and implement system processes for all the ERP modules based on the business rules and requirements.
- Ensure ongoing setup, support, and maintenance of ERP for integrated system functionality in line with business requirements and processes.
- Provide guidelines for the support of Business Units with Business Process Reengineering to align current business processes to the ERP system.
- Implement new system modules and system functionality as business grows and develops.
- Analyse, design, and implement process improvement changes across different Business Units
- Collaborate with business users and service provider to manage implementation of the various systems modules.

- Define, Document, and implement the Software Development Lifecycle for the Software Development team as aligned to the business objectives
- Define, implement, and manage the approach to project work and application development

- Deliver agreed & approved software projects in line with agreed schedules and budget compliance.
- Define, implement, and monitor testing routines or procedures
- Sets approaches and standards for trouble shooting /debugging software.
- Manage team output and workload; accountability for project running.
- Work with the Solutions Developers to ensure that the technology used by the development team is approved and provides innovation in the development process
- Maintain & Support business applications according to agreed SLA's

- Develop and maintain the change management procedure
- Oversee changes as per business requests
- Maintain a record of all changes
- Review and selection of suppliers and vendors relating to systems development
- Manage the external relationships with suppliers and vendors.
- Management of supplier and vendor contracts.
- Management of the performance of external teams and IT consultants

- Analyse the strategic objectives to determine the financial requirements for Information Systems and Development
- As per the fiancé budget guidelines compile the comprehensive budget indicating the financial requirements of each division in accordance with the budgeting guidelines
- Monitor the expenditure against the budget and ensure that spending occurs within the budgetary restrictions
- Compile monthly financial report

- Establish and maintain appropriate systems (analytical tools, information systems, projections of cost behaviour) and policies to ensure effective and efficient management of resources
- Perform accurate forecasting, budgeting, and allocation of resource within the unit

- Develop and manage internal service level agreements with other units
- Ensure effective identification and management of business risks, resources, and continuous improvement
- Manage capacity within the unit to ensure sustained service delivery

Post: Head – Enterprise: IT Infrastructure and Operations (Ref C530)

Minimum Requirements:

- A Masters or Equivalent qualification in Information and Communication Technology, or, Computers Science, or a relevant equivalent qualification from an accredited institution
- 5 to 8 years management of infrastructure support and operations
- 3 to 5 years' formal project management experience
- years database administration
- 5 to 8 years' database administration
- 5 to 8 years' experience across the ICTS value chain
- 5 to 8 years' experience in management of IT Infrastructure
- Experience in deploying business systems will be desired (e.g. deploying an ERP system, system integrations (with internal and external vendors), and contract negotiations and SOP/ Process management)
- Prior experience in the management of a major ICTS function in a corporate environment across the entire ICTS value chain
- Strategic background in the planning and management of the IT Infrastructure and Operations
- Prior experience in the management of ICTS programmes and projects
- ICTS Service Management
- Infrastructure Planning and Maintenance
- ERP Systems and Processes
- Microsoft Accreditation
- Prior experience with Cloud Computing Platforms

- Sound knowledge and understanding of the Higher Education ICTS requirements
- Training in high level service management
- Training and accreditation in ERP systems and applications
- Sound working knowledge of ITIL principles
- Excellent Data Centre and IT operations knowledge
- Detailed understanding of data security and disaster recovery processes
- Working knowledge of Backup & recovery strategies
- Detailed knowledge of Microsoft Exchange Server
- Detailed knowledge of Windows Server, Microsoft SQL Server and Database operations
- Working knowledge of Firewall rules, VPN, Security functions
- Working knowledge of DNS, DHCP, WINS setup on windows server
- Working knowledge of Antivirus solutions
- Working knowledge of Backup Exec and HP Protector or similar automated backup and recovery software

Preferred Qualification:
- A Doctorate or Equivalent from an accredited institution

Key Responsibilities:
- Provides infrastructure services vision, enables innovation and seeks to leverage IT trends that can create business value

- consistent with DUT's requirements and expectations

- Develop enterprise standards and technology architecture and the IT operations governance process

- Participate in the formulation of the Institution's enterprise architecture and business system plans; assessing cost and feasibility, and ensuring the plan is aligned with and supports the strategic goals of the Institution

- Works closely with and manage strategic vendor partner relationships. Setup and run the Governance with the partners. Build strategic relationships for creating value for the Institution.
- Develop, design and deliver the processes required to support the various Divisions, Departments and Faculties
- Ensure that appropriate service levels and quality standards are maintained
- Ensure compliance to ICT Governance, SDLC, Project Management and Change Control standards and procedures
- Analyse and apply required configuration changes or development to fulfil change requests
- Develop and review business cases, functional specifications, blueprints, and all other associated documentation.
- Analyse the strategic objectives to determine the financial requirements for IT Infrastructure and Operations
- The budgetary prescriptions are obtained from Finance
- The financial allocations are determined in accordance with deliverables
- Compile the comprehensive budget indicating the financial requirements of the division in accordance with the budgeting guidelines
- Monitor the expenditure against the budget and ensure that spending occurs within the budgetary restrictions
- Ensure that only authorised overspending is approved in accordance with procedures
- Receive the monthly expenditure statements from Finance and analyse to enable reporting
- Compile monthly financial reports
- Receive and analyse a request to determine the nature and extent of the support to be provided; or
- The need for provision of support is identified during the execution of outputs
- Diagnose the problem to determine the appropriate action
- Ensure that escalated problems are resolved within the allocated time frame
- Test the solution to ensure that the diagnosed problem is resolved
- Implement the solution in accordance with procedures and test to ensure that the solution is functional
- Monitor the implemented solution for a period in accordance with the impact on the system
- Document the solution in accordance with policies and procedures in the standardised format where necessary
- Submit the resolution document to the document management system for future reference purposes
- Provide feedback to the relevant role players
- Check the current status of systems, applications, licenses and skills to determine capacity requirements
- Analyse the future requirements to determine capacity requirements
- Compare the current capacity to the future requirements
- Compile the capacity plan in accordance with the requirements – Licenses, Skills, Applications, Databases and Systems
- Submit the capacity plan for approval
- Distribute the approved capacity plan to the relevant role players for implementation purposes
- Manage the implementation of the capacity plan to ensure optimal network performance
- Monitor the capacity application to ensure that the business targets are met
- Adjust the divisional strategy and roadmap to reflect additional information where required
- Receive a request for the integration of new application/system/infrastructure and analyse the request to determine the change management actions required
- Manage the relevant change requests in accordance with policies and procedures
- Schedule the changes in accordance with availability of resources
- Ensure that the relevant system preparation is completed prior to execution of changes
- Arrange for the relevant job/work orders to be issued in accordance with procedures
- Ensure that the changes are conducted in accordance with work orders
- Document the changes for future reference purposes
- Close the change request and work order in accordance with procedures
- Inform the relevant role players of the availability of the changes
- Establish and maintain appropriate systems (analytical tools, information systems, projections of cost behaviour) and policies to ensure effective and efficient management of resources
- Perform accurate forecasting, budgeting and allocation of resource within the unit
- Develop and manage internal service level agreements with other units

- Ensure effective identification and management of business risks, resources and continuous improvement
- Manage capacity within the unit to ensure sustained service delivery

Post: Head – ICTS Customer Services (Ref C528)

Minimum Requirements:

- A Bachelors or Equivalent qualification in Information and Communication Technology, or, Computers Science, or a relevant equivalent qualification from an accredited institution
- MCSE or equivalent certification
- Service Desk Certification
- 5 years IT user support experience
- 5 to 8 years systems administration experience
- 5 to 8 years hands on LAN and WAN maintenance experience
- Sound knowledge and understanding of the Higher Education ICTS requirements
- Knowledge of service (help) Desk processes and systems
- In depth knowledge of support and maintenance of Microsoft Office products.
- General knowledge of ERP systems, MS SQL and server infrastructure and applications
- Firewall rules, VPN, Security
- DNS, DHCP, WINS setup on windows server
- Antivirus solutions
- LAN & WAN infrastructure design and maintenance
- Prior experience in the management of a major ICTS function in a corporate environment across the entire ICTS value chain
- Strategic background in the planning and management of the Customer Service function
- Prior experience in the management of ICTS programmes and projects
- ICTS Service Management
- Management of ICT service functions
- Service level agreement management

Preferred Qualification:
- A Masters or equivalent from an accredited institution

Key Responsibilities:
- Develop, maintain and manage Service Desk SLA's
- Manage service-related issues including Incident Management, Configuration Management and Service Level Management.
- Resolve any escalated service delivery problems and ensure high level of end user satisfaction with all services offered.
- Ensure favourable audit rating for service desk related IT processes
- Perform quality control on user support to ensure consistent and high-level service to IT customers.
- Implement, maintain and improve service management practices in line with internationally accepted norms and practices.
- Manage and limit deviation from service management targets.
- Provide Input to IT Operating and Strategic Plan
- Periodic management reports.
- Build and maintain a team of motivated, competent personnel.
- Manage and monitor the telephone management system
- Coaching and mentoring of subordinates
- Manage and control assigned IT projects
- Ensure that all business-critical systems, including communications facilities are covered by suitable maintenance contracts

- Ensure that all hardware and software related contracts are reviewed and renewed in a timely manner.
- Maintain and manage end user licensing contracts and reporting
- Establish and maintain appropriate systems (analytical tools, information systems, projections of cost behaviour) and policies to ensure effective and efficient management of resources
- Perform accurate forecasting, budgeting and allocation of resource within the unit
- Develop and manage internal service level agreements with other units
- Ensure effective identification and management of business risks, resources and continuous improvement
- Manage capacity within the unit to ensure sustained service delivery

Salary: Market related

Contact Person: Mr. S Patchappan
Email Address: careers@dut.ac.za
Status of Position: Permanent

Please complete an **official application for employment form** and send a d**etailed CV**, **copies of ID, qualifications** and **a covering letter** with the **exact name of the post you are applying for** to: Careers@dut.ac.za

Kindly note:
Communication will be entered into with short-listed candidates only. Only applications made on our application for employment form would be considered.

Closing date: 29 April 2022

"While DUT strives for equal opportunities, preference will be given to suitable candidates in terms of the University's equity policy" The University reserves the right NOT to make an appointment.

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