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**The President of the Republic of South Africa proclaimed, by Proclamation No 44 of 2010, the establishment of the Office of the Chief Justice (OCJ) as a National Department on 23 August 2010 to support the Chief Justice as the Head of the Judiciary and the Head of the Constitutional Court. The services of the following dynamic person/s are required to capacitate the Office**

<b>REFERENCE</b>	<b>REF NO: 2021/132/OCJ</b>
<b>POST</b>	<b>ASSISTANT DIRECTOR: IT SERVICE MANAGEMENT</b>
<b>CENTRE</b>	<b>NATIONAL OFFICE: MIDRAND</b>
<b>LEVEL</b>	<b>9</b>
<b>SALARY</b>	<b>R 376 596 .00 per annum. The successful candidate will be required to sign a performance agreement.</b>

#### **REQUIREMENTS:**

- Matric and a 3 year National Diploma/ Bachelors in ICT or equivalent qualification.
- ITIL Foundation Certificate
- Advanced Certificate in ITIL will serve as an added advantage
- At least 5 years' experience in IT Service Management
- 3 years' experience in ICT Service Desk and/ or ICT Incident Management

#### **TECHNICAL KNOWLEDGE/COMPETENCIES:**

- Desktop and Systems support,
- ICT project management,
- ICT Change management

#### **BEHAVIOURAL COMPETENCIES**

- Project Management
- Accepting Responsibility
- Financial Management
- Problem Solving and analysis
- Interpersonal Relationship
- Innovation/Creativity
- Client Orientation and customer focus



- Communication
- Diversity Management
- Quality of work
- Job Knowledge
- Planning and Execution
- Service Delivery Innovation
- ITIL
- Corporate Governance

**KEY PERFORMANCE AREAS:**

- Facilitate and coordinate the provision of IT requests and support services
- Facilitate the IT incident management processes and monitor progress on assigned incidents
- Ensure that SLA targets are met
- Ensure user requests are logged, recorded and resolve incidents within the required response and resolution times
- Act as a single point of contact for all IT services and requests
- Ensure that incidents and problems logged are resolved by team members
- Escalate unresolved problems to subject matter experts and management
- Monitor the call resolutions by the technical team in line with the Service Level Agreement (SLA)
- Monitor assigned incidents and problems then alert the technical teams to avoid SLA violations
- Conduct bi-annual user satisfaction surveys and provide feedback to improve IT services
- Develop weekly, monthly and quarterly plans and reports for the IT Service Management Operations.

**ENQUIRIES:**      **National Office: Midrand** Quoting the relevant reference number, direct your application to: The Director: Human Resources, Office of the Chief Justice, Private Bag X10, Marshalltown, 2107. Applications can also be hand delivered to the Office of the Chief Justice, Human Resource Management, 188, 14th Road, Noordwyk, Midrand, 1685. Ms C Gideon (010)493 2500/2533/2528)

**CLOSING DATE: 21 JUNE 2021**

**NOTE:** In the filling of the advertised posts, the objectives of the Constitution of South Africa, 1996 and the staffing policy of the Public Service broadly will be taken into consideration. Applications must be submitted on the new form Z83, obtainable from any Public Service Department. ([www.dpsa.gov.za-vacancies/](http://www.dpsa.gov.za-vacancies/) [www.judiciary.org.za](http://www.judiciary.org.za)). Received 3 applications using the incorrect application for employment (old Z83) will not be considered. A completed and signed form Z83 should be accompanied by a recently updated comprehensive CV as well as certified copies of all qualification(s), identity document and driver’s license. A SAQA evaluation report must accompany foreign qualifications. Applications that do not comply with the above mentioned requirements will not be considered. The Office of the Chief Justice is an equal opportunity employer. In



the filling of vacant posts, the objectives of section 195 (1)(i) of the Constitution of South Africa, 1996 (Act 108 of 1996), the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. The successful candidate/s will be subjected to Pre-Vetting (Pre-Screening). Financial records will only be checked and considered for applicants applying for Finance related posts. Upon appointment applicants will be subjected to vetting with the purpose of determining their security competency. All candidates selected for SMS posts must undergo a competency assessment after the interview. If you do not hear from us within 3 months of this advertisement, please accept that your application has been unsuccessful. The Department reserves the right not to fill these position.

**We welcome applications from persons with disAbilities** 

