Job Description
Senior Manager: Information and Communication Technology

JOB IDENTIFICATION	
1. **JOB TITLE**	**Senior Manager: Information and Communication Management**
2. **JOB GRADE**	**TBD**
3. **DEPARTMENT**	**Corporate Services**
4. **REPORTING TO**	**Executive: Corporate Services**
5. **DIRECT REPORTS**	**3**
6. **LOCATION / CENTRE**	**Head Office**
7. **CONTRACT TYPE**	**Fixed term contract / Permanent**

JOB PURPOSE
This role will oversee both ICT strategic planning and day-to-day management of POLMED cloud services, including Office 365 and cloud-based business applications such as MS Dynamics 365 ERP. The role is responsible for improving and developing ICT strategies, policies, programmes and governance processes to ensure optimised scheme operations. This entails the development and integration of ICT systems to ensure smooth running of all IT and communications systems. The role is also responsible for the implementation of modern infrastructure, including applications, networks, communication platforms and hardware. Accountable for ensuring that appropriate security controls are in place to safeguard data, digital files and vital electronic and communications infrastructure of scheme. Manage the collection of information and relevant data, coordinate the development and maintenance of a centralised data warehouse. Manage the dissemination of relevant data through technology-enabled platforms for stakeholders, members and Polmed employees. The incumbent must ensure compliance with legislative, regulatory and other related requirements and standards.

KEY PERFORMANCE AREA *(WEIGHT)*	JOB OUTPUT	SUCCESS INDICATORS
Sound ICT Strategy *(10%)*	• Develop and implement the Polmed ICT Master Plan and Strategy aligned to the Polmed Strategy • Coordinate with other departments to understand their ICT needs and ensure the effective use of cloud technologies. • Assess emerging cloud trends and digital technologies for potential adoption. • Lead the development and implementation of a new target enterprise architecture that is in line with business strategy • Develop POLMED's automation and digital strategy that considers business needs • Develop and consult on the implementation of ICT policies and procedures including security, communications, data etc. within approved frameworks, standards, regulations and legislation; • Ensure availability of ICT resources to all stakeholders to enable efficient and effective operations; and • Ensure compliance of Polmed with ICT Policies and regulatory framework.	• Approved ICT Master Plan developed and implemented • Approved target enterprise architecture • Approved Automation and Digital strategy • Approved ICT Policies and Procedures developed and implemented

ICT Infrastructure *(15%)*	• Manage the Office 365 environment, including user management, security configurations, and performance monitoring. • Develop and implement strategies and annual plan to guarantee infrastructure relevance including ICT hardware, Cloud and or SAAS in line with Polmed strategic goals; • Lead the implementation of ICT infrastructure policy and procedures within Polmed framework and standards; • Manage the implementation of ICT infrastructure plans and programmes including related projects; • Manage the availability of ICT services control and ICT infrastructure technical and service support to all users; • Develop and monitor ICT related Service Level Agreements; • Lead the implementation of effective management of communication networks; and • Review and provide input on network testing reports. • Manage ICT infrastructure vendors and their performance against SLAs • Ensure there is an ICT Disaster Recovery Plan and procedure are in place and are tested at least once per annum • Ensure implementation of ICT disaster recovery infrastructure and solutions	• ICT Infrastructure developed and implemented • 100% Network Availability • Stable and efficient Cloud infrastructure and services • Managed Vendor SLAs • ICT Disaster Recovery implemented
ICT Systems and Applications *(15%)*	• Develop a target business applications roadmap that effectively enables and supports self-administration, covering all aspects of running a Scheme • Lead execution of business requirement studies and systems analysis to develop strategies for effective management of cost-efficient ICT Systems and applications. • Monitor and upgrade existing ICT Systems to ensure that existing applications are running optimally and adequately maintained. • Lead the development of new applications based on Industry Standards; • Optimise integration between different ICT programs and systems; • Monitor and oversee the acquisition, upgrading and maintenance of ICT Software; • Ensure effective management of renewal of software licenses and OEM as and when required; • Manage ICT vendors and their performance against SLAs; • Ensure joint/ synergised planning to ensure mainstreaming of cross cutting projects; • Ensure effective maintenance of ICT Service Help Desk linked to SLA; • Lead the management and maintenance of the Website and intranet; and • Deploy efficient systems technical support to all users.	• Up-to-date self-administration business applications roadmap • Business Solutions implemented • 100% System uptime • Maintenance and Security Reports •

ICT Information Management *(10%)*	• Oversee the design, implementation and ongoing maintenance of a fit-for-purpose Data Warehouse for POLMED • Implement fit-for-purpose Business Intelligence and Data Analytics tools to support business decision making • Manage business intelligence across platforms and implement data management systems and security; • Oversee execution of data quality analysis on existing and proposed data systems and ensure compliance with data quality standards; • Maintain a high level of information security; • Develop and implement data warehousing and data integrity solutions; • Oversee the collection, modelling and archiving of Metadata; • Review data requisite for quality analysis, maintenance and refreshing of the metadata; and • Oversee data protection and recovery.	• Fit-for-purpose Data Warehouse implemented • ICT Data Management and Warehousing solutions implemented and monitored • Records Management Systems implemented and monitored
ICT Security and Integrity *(10%)*	• Monitor and manage the acquisition, upgrading and maintenance of ICT Software Security packages. • Develop and implement a robust security framework • Develop and implement a robust information security and cybersecurity strategy, including ongoing pro-active cybersecurity monitoring, vulnerability assessments and penetration testing • Implement ongoing cyber security awareness programmes	• Security Systems developed and implemented • Vulnerability Assessments and Remediation • Proactive Security Monitoring • Security Awareness campaigns
Strategic Management *(10%)*	• Contribute to the development of the Corporate Services Department's operational plan, flowing from Polmed strategy; • Cascade the Corporate Services' operational plan to ICT for line of sight and alignment; • Monitor performance and report regularly to Executive on the overall progress and results against Operational Plan and ICT objectives and initiate courses of action for improvement; and • Ensure adherence and compliance to reporting requirements, including timelines, templates and frameworks.	• ICT Strategy implementation aligned to Polmed strategy

Stakeholder Management **(10%)**	• Communicate the vision and objectives of Polmed and ICT strategy to internal and external stakeholders; • Lobby executive support and buy-in for relevant ICT initiatives; • Provide ICT advice to the Scheme's executives and BoT; • Ensure the effective integration between ICT and the organisation; • Act as the liaison officer for the execution of directives, mandates and initiatives set by the ICT Governance Structures and persons in authority; • Manage relationships with suppliers and facilitate beneficial relationships; • Manage project staff and consultants; • Organise strategic dialogue on key ICT policy issues at Polmed and with stakeholders; and • Provide regular feedback on progress and highlight or escalate snags and problems immediately as they occur.	• ICT strategy supported by stakeholders
People Management **(5%)**	• Build a positive staff and team culture and a climate that attracts, retains and motivates ICT staff; • Manage staff under supervision and conduct performance and talent management activities for direct reports; • Coach and mentor direct reports; • Oversee effective utilization of systems and tools to ensure that knowledge is managed efficiently for continuous improvement; and • Recognize and make recommendations for the reward of high performing members; respects, promotes and accepts diversity.	• Delivery effected through people
Financial Management **(5%)**	• Plan and coordinate the annual ICT budget; • Responsible for development and administration of the functional area's budget; • Ensure adherence to approved budget; • Manage and monitor budget through managing variances in actual vs. budget expenditure in all areas of accountability; and • Develop and implement measures to improve the functional area's cost management.	• Budget managed effectively
Compliance and Governance **(5%)**	• Executes in adherence to all relevant regulatory and business practices; • Ensure ICT Systems security, continuity through implementation of proper governance standards and procedures; • Ensure the management of assessment, mitigation and reduction of ICT Risks • Active risk management by applying and promoting a culture of ongoing detection and resolution of Statutory, Regulatory Compliance breaches; • Execute all Audit findings and ensure implementation of preventative measures in the unit; and • Drive the resolution management of the identified top 5 risks.	• ICT compliance improved • External Audit findings addressed • Internal Audit findings addressed • ICT Risks monitored and Action Plans implemented

Culture (5%)	• Live and exemplify the Polmed values	• High Performance Culture inculcated across Polmed

POSITION INPUTS	
Qualification & Experience Minimum Requirement: NQF Level 8 Postgraduate qualification in ICT or related field CompTIA Network+ Cisco Certified Network Associate (CCNA) Microsoft Certified: Azure Fundamentals or equivalent cloud certification, MCSA: Windows Server, MCSA: Office 365, and MCSA: Cloud Platform desirable Advanced certifications (CCNP, CISSP, Azure Administrator Associate, AWS Certified Solutions Architect, ITIL Foundation) added advantage 8 years' relevant experience in ICT management in medical schemes or comparable environment Minimum 2 years' experience in management of cloud services, including Office 365 and cloud-based business applications. 5 years management experience **Values** • Care • Respond • Collaborate • Respect	**Knowledge and Skills** Minimum Requirements: Effective people management Mentoring and coaching Organisational skills (planning, budgeting, work-prioritisation, time-management, etc) Results and performance driven Business Acumen Financial and Project Management skills Business Report Writing, communication and presentation skills Interpersonal skills Governance skills Analytical skills, Research, problem solving Impact Complex problem-solving skills (potential conflicting priorities) Diplomatic (creating win-win solutions) Decision making Sound judgement (conceptual and practical thinking) Awareness of sensitivities of different stakeholders Prioritising of multiple tasks Delegation Research, analytical and problem-solving skills Knowledge of Corporate Governance legislation and frameworks including the Companies Act and King IV Knowledge of economic and social aspects relating to the medical schemes Ability to work well in a multi-cultural environment

| DECISION MAKING AND COMMUNICATION |
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| **DECISIONS**

• Recommend strategies and budgets to the Executive for recommendation to EXCO and BoT
• Accountable for ICT strategy development, implementation, performance monitoring and reporting |
| **KEY STAKEHOLDERS** |

- Polmed Management
- Outsource partners
- BoT

COMPETENCIES		
Level 1: Elementary	**Level 2: Intermediate**	**Level 3: Expert**
• The elementary level implies an initial exposure or understanding of basic principles with a narrow focus. It also implies a basic yet sound ability in the practice of skills. • The basic level also implies the structured application of the competency.	• The intermediate level is a very well developed skill and knowledge base in the competency. • The competency has been mastered broadly and in depth and is applied with finesse in a skilful manner.	• Expert level is the highest level of knowledge and skill in the specific competency. • A person functioning at an expert level has deep mastery, in-depth and extended knowledge, comprehensive, and is recognised as a specialist / authority in the field. • The person can give direction to both the theoretical debates and practical application.

TECHNICAL COMPETENCIES
• IT Strategy Development • IT Policy, Standards & Procedures Development and Implementation • IT Governance Frameworks • IT Enterprise Architecture Development • Information Security & Business Continuity Planning • Application Systems Management • User Experience Management • SLA Management • Innovation Management including 4IR and automation

SHARED COMPETENCIES		
Leadership Competencies		Level
Stewardship	Is able to demonstrate accountability, discretion and sound judgement when utilizing Polmed's resources.	2
Impact & Influence	Is able to use appropriate interpersonal styles and communication strategies in order to inspire and guide individuals, and gain acceptance of ideas and plans	2
*High Performance Enabler	Is able to create a conducive environment that is enabling and empowering for others to contribute successfully to Polmed mandate	2
*Change Agility	Is able to anticipate and adapt to change at Polmed and supports change initiatives by energizing others at all levels.	2

Sustainable Visionary Leadership	Is able to think strategically, conceptualize Polmed's vision, align processes and systems, collaborate with stakeholders, give direction and inspire others.	2
Core Competencies		
Compliance and risk perception	Knowledge and understanding of legal prescripts, regulatory requirements and how to meet these on a day to day basis. It is also about understanding the concept of risk and how this is controlled within medical schemes.	2
Industry and scheme awareness	Knowledge and understanding the wider healthcare funding market place and own medical scheme.	2
Ethical practice	Is able to integrate core values, integrity, and accountability throughout all organisational and business practices.	2
Member experience	Knows and understands Polmed's members in order to best meet their needs. It further recognises that customers can include entities that Polmed provides services to.	2
Business critical analytics	The ability to collect, collate, analyse and interpret information to make business decisions and recommendations.	2
Operational excellence	Continuously looking for ways to improve internal processes so as to deliver an effective, integrated, streamlined and excellent service to members.	2
Behavioural Competencies		
Communication	Listening to others and communicating openly in an honest, transparent and effective manner.	2
Stakeholder Management	Understands Polmed's stakeholders and fosters positive and impactful relationships. Works well with stakeholders, inside and outside the scheme. Can collaborate to shape and deliver on strategy, explore new opportunities and optimise the way in which Polmed operates.	2
Diversity	The ability to actively seek to appreciate and leverage the differences of insights derived from people with different views, backgrounds, cultures, beliefs and abilities.	2
Team Work	The ability to cooperate and collaborate with others to achieve common goals and positive results of the organisation and takes accountability for collective decisions.	2

ORGANISATIONAL STRUCTURE
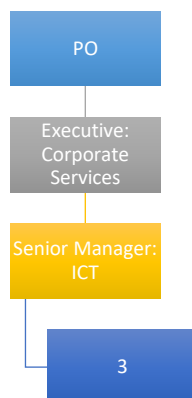
IMPORTANT NOTE

The preceding job profile has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

APPROVAL
COMPILED BY: SIGNATURE:_____ DATE:_____ MANAGER:_____ SIGNATURE:_____ DATE:_____