

## CURRENT OPPORTUNITIES

**Position: Bookkeeper: Operational Finance [Payments] [3A]**

**Closing Date: 17 June 2022**

**Department: Life Operations**

**Reporting Line: Manager Operational Accounts**

**Location: Johannesburg, Parktown**

### Purpose of the Job:

A member of the PPS Life Insurance Operations Accounts team reporting to the Manager Operational Accounts. This role will be responsible for the processing of different claims and refund and management reporting, including day-to-day reviewing and processing.

A higher level of technical understanding is involved in this role. Duties include checking accounting records for accuracy, tracking invoices and payments and maintaining a system for organizing company documents.

### Main duties and responsibilities:

#### Payments:

- Sick pay claims payment
- Processing of monthly Permanent Incapacity payment file
- Quality assurance of documentation and processing of all payments accurately and timeously
- Prepare payments: sick pay, refunds & authorizations (IAA journals and fund transfers/settlements)
- Deposit allocations
- Medical payments

#### Operational Process:

- Update claims statements and updates information correctly on the system
- Resolution of internal and external queries within the service level agreement (SLA)
- Provide support and assistance to team members and the Team Leader

#### Accounting:

- Perform all activities related to the accounts payable function including reviewing, coding, and processing payments
- Conduct reconciliations of all accounts on an as-needed basis
- Maintain and balance the general ledger in an accurate, complete, and up-to-date manner
- Prepare financial reports through the collection, analysis, and summarisation of data

- Interpret and apply accounting policies, rules, and regulations to all work to ensure compliance with applicable standards

Stakeholder management:

- Provide support to the broader Life Operations teams
- Establish, maintain, and build relationships with key stakeholders
- Liaison function with the internal and external departments
- Assist with year-end requirements and audit queries

Additional Accountabilities:

- Respond to queries and investigations within the agreed SLA.
- Adherence to process control and service level agreements.
- Performing other duties assigned from time to time by the manager

**Education:**

- Matric (Grade 12)
- BCom Accountancy degree

**Experience:**

- 3 to 5 years of experience in a Financial Services environment, preferably in the Insurance industry
- Strong reconciliation experience is required
- Experience with accounts payable, accounts receivable, payments, and general ledger
- Experience in the use of Microsoft Office applications (Word, Excel, etc)

**Knowledge and Skills:**

- Basic knowledge of accounting and financial principles
- Proficient in MS Office - Advanced Excel
- General knowledge of insurance legislation/rules advantage
- Exposure to dealing with members, brokers, and advisors advantageous

**Competencies:**

- Strong sense of commitment to the organisation's goals and values
- Fast learner with the ability to rapidly assimilate and utilise new information and skills
- Analytical and be able to make prudent business decisions
- High level of accuracy and be able to operate efficiently under pressure
- Time management skills
- Flexible and adaptable in changing and challenging circumstances
- Must be self-motivated
- Be a team player and take responsibility for their own development
- Good written and verbal communication skills

Preference will be given to Employment Equity candidates.

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**Position: LBS Coastal Administrator [3A]**

**Closing Date: 17 June 2022**

**Business Unit: Life Broker Services**

**Reporting Line: LBS Regional General Manager**

**Location: Stellenbosch, Western Cape**

**Purpose of the Job:**

The LBS Coastal Administrator role will be responsible for supporting the Regional General Manager (RGM) with a variety of administrative duties, planning tasks, and executing overall coastal administration management. This role will assist in coordinating, planning, reporting, leads management and business liaison across the coastal region. The incumbent should be adaptable and able to navigate team dynamics, build stakeholder relationships and be sales-driven, serving as a catalyst for high-quality business relations across the PPS business.

**Main duties and responsibilities:**

- Performing the full administrative duties for the coastal region, including preparing presentations, reports, minutes, and other tasks
- Preparing and compiling high-quality monthly reporting from the various Regional Managers into a consolidated coastal report for submission to Business Units and ExCo reporting
- General secretarial duties (diary management, email management, organising, planning, screening calls, distribution of reports, minutes, etc)
- Communicating and prioritising important issues within the business appropriately
- Representing the RGM for ad hoc projects, meetings and events as required
- Responding timeously and professionally to a variety of ad hoc projects, business issues, client requests and stakeholder requests that impact across the area of responsibilities
- Coordinating functions, conferences, and travel arrangements
- Managing pressure and stakeholder relationships at all levels, as well as being a liaison between regions and other departments
- Budget administration and management
- Fulfilment of ad hoc requests from the RGM and management team through the provision of relevant solutions
- Providing thorough preparation packs for all engagements and meetings with the accurate information for the Regional General Manager
- Investigating and researching various ad-hoc business issues strategic initiatives and developments
- Analysing and interpreting relevant report findings to translate the report data into understandable management information
- Collaborating with key stakeholders to improve business, and stakeholder experiences and contribute meaningfully toward the LBS business strategy.

**Education:**

- Matric (Grade 12)
- Bachelor's degree or the relevant business-related qualification
- Secretarial Courses (Advantageous)

**Experience:**

- 4 to 5 years' experience in the Financial Services industry including at least 3 years' experience in liaison at management and senior management level
- Demonstrated experience in preparation of proposals, reporting and project management
- Experience in leading and engaging with various internal and external stakeholders at all levels
- PPS Product knowledge will be an advantage

**Knowledge and Skills:**

- Propensity to manage pressure and stakeholder relationships at all levels, as well as be a liaison between regions and other departments
- Problem-solving skills
- Strong analytical skills
- Sound communication skills (verbal and written)
- Attention to detail
- Excellent report writing skills
- Budget management
- Advanced Excel, PowerPoint, and Visio skills
- The incumbent will be trained on PPS systems and products

**Competencies:**

- Change navigation
- Commercial acumen
- Sales administration
- Decision-making abilities

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**Position: Client Engagement Consultant [2C]**

**Closing Date: 17 June 2022**

**Department: Life Operations**

**Reporting Line: Team Manager: Member Services**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

A member of the primary contact team reporting to the Team Manager: Member Services. This role will be responsible for providing a professional service to PPS members and associated parties via an Omni-channel contact centre model. Customer interaction via all available contact channels will be part of this individual's responsibilities and will entail shift work (between 7am and 7pm on weekdays).

**Main duties and responsibilities:**

- Respond to customer needs through all omnichannel contact points
- Engage and professionally respond to customer contact, regardless of the channel. Contact will be primarily inbound, however, outbound campaigns are also an integral part of this job function
- Take ownership of customer requests from receipt to conclusion
- Identify and escalate issues to supervisors
- Provide product and service information to all customers
- Research required information using available resources
- Research, identify and resolve customer complaints using applicable software
- Route calls to appropriate people where required
- Document all call information according to standard operating procedures
- Follow up on customer calls where necessary
- Complete call logs and reports
- Take ownership of service level standards and ensure that they are reached consistently
- In addition to their regular duties of answering customers' basic questions, a Client Engagement Consultant is responsible for handling complaints that are too complex to be handled by junior employees

Assisting management and the Support team:

- Agree on duties with team members to achieve operational targets, including prioritisation and work schedules
- Responsible for enforcing PPS's training and development programme; they may also be assigned a junior employee to mentor
- Execute policies and procedures related to service delivery in Operations and between other areas
- Build and maintain relationships with relevant stakeholders

Keeping track of customer trends:

- Use available software to document each customer interaction to help streamline the customer service processes, observing trends to report back to the Product Development team
- Identify process and procedure improvements and make recommendations to streamline and simplify processes
- Escalate system failures to the appropriate support team for the team to stay productive
- Recognise, document, and alert the management team of trends in customer calls

Maintaining Product Expertise:

- Act as an expert in the products offered by PPS to answer customer complaints and questions. This requires taking the initiative to master every feature and benefit of each product

**Formal Qualifications:**

- Matric (Grade 12)
- A 3-year tertiary qualification (Degree/BTech) with relevant business orientation

**Experience and Knowledge:**

- 3+ years' customer service experience
- 2+ years' working experience in call centre AND back-office processing is a clear advantage

**Computer Literacy:**

- MS Office package, particularly the Internet, Outlook, and Excel

**Interpersonal and Intrapersonal Skills:**

- Relating to customers
- Communicating in writing
- Communicating orally
- Quality orientated
- Reliable
- Customer focused
- Resilient
- Results-driven

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**Position: Sector Chief Information Officer [Group IT] [5A]**

**Closing Date: 17 June 2022**

**Department: IT**

**Reporting Line: Group Chief Information Officer**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

A senior role, reporting to the Group Chief Information Officer. Accountable for the oversight of technology-related strategies, initiatives, and operational service levels for PPS Mutual. Accountable for planning PPS Mutual's technology needs and priorities and addressing any tech-related problems between PPS Mutual and IT. Serves as a leader and innovator for the PPS Mutual information technology needs and requirements and ensures complete alignment and synchronisation between IT and PPS Mutual at all times through constant communication on all technology issues.

**Main duties and responsibilities:**

Strategic Planning:

- Develop strategic plans and set timelines for evaluation, development, and deployment of all technical, web, and mobile services; assess short- and long-term benefits for IT initiatives to improve business performance for PPS Mutual
- Ensure that the technology capabilities are cutting edge and cost-effective
- Promotes innovation of new technologies, leverages best practices to gain competitive advantage; innovative in respect of service quality and ways in which it can be improved within the bounds of the Group IT framework
- Ensure the deployment of technology, software, hardware solutions and standards to ensure the cost of ownership of IT infrastructure and improve the manageability and optimal utilisation of assets in business
- In partnership with business and IT security, monitor and validate the enterprise's compliance with its security policies
- Enables PPS Mutual to move forward with advances in technology and methods of processing and managing information optimally and efficiently
- Understand the PPS Mutual strategy and plans and communicate/engage and align this to IT
- Analyse information and communicate with PPS Mutual's Chief Executive Officer and other ExCo members of PPS Mutual to make sure everyone stays on the same page relative to Technology delivery and planning
- Responsible for monthly IT reporting on IT in the Business for the Group CIO and PPS Mutual Executive Committee
- Conduct weekly and monthly IT/Business meetings to cover and track all IT delivery for the PPS Mutual.
- Participate in the IT Strategic Planning sessions conducted by the Group CIO and communicates such back to PPS Mutual and the PPS Mutual ExCo
- Manage the PPS Mutual IT Roadmap and keep it updated based on changes in prioritisation and delivery
- Work with the Project Management Team in IT to track all project progress for PPS Mutual and communicate the updated status to PPS Mutual

Optimise Efficiencies:

- Conduct problem-solving analysis and support on IT issues facing the business
- Advise the business on project complexities and risks before projects are started
- Advise the business on efficiency opportunities and options using IT
- Advise the business on best practice (BDP) options using IT
- Support the GCIO of PPS with feedback from the business on all matters
- Setting objectives and supporting strategies with the business for IT to deliver
- Working with business to define business cases for IT Projects



- Working with business to articulate business requirement definitions and scope
- Communicating with business on severity 1 /2/3/4/5/6/Incidents/downtime
- Assisting business with IT advice and guidance on IT needs and options

#### Commercial Management:

- Advise the business on cost optimisation opportunities using IT in PPS Mutual
- Provide feedback on IT costs and expenses relative to the business
- Prepare/align group objectives and budgets to facilitate the orderly and efficient capturing, storage, processing, and dissemination of information
- Collaborate with key stakeholders across the business to achieve the desired customer and commercial outcomes

#### People Leadership and Culture:

- Develop a PPS IT Employee Value Proposition (EVP) to position PPS as an IT Employer-of-Choice characterised by a pipeline of talent joining the Group as young technicians and developing their careers over extended periods within the Group
- Provide team leadership ensuring the effective implementation of strategy through the leadership of the management team (setting individual objectives, managing performance, developing, and motivating staff, provision of formal and informal feedback and appraisal) to ensure that the highest level of performance is achieved
- Create a healthy and enabling organisational culture and climate, so that all employees can perform to their full potential and overall business performance is maximised
- Accountable for strategic workforce planning; ensure that the team is sufficiently resourced to meet demand, compliance, and the required customer experience
- Accountable for the translation of the IT strategy to tactical plans and initiatives aligned to the wider PPS Group strategic requirements
- Create a stimulating and safe environment that inspires innovation and new initiatives
- Drive delivery of work through multi-disciplinary and cross-functional teams

#### Effective Communication and Stakeholder management:

- Building strong relationships between IT and PPS Mutual
- Building interface protocols for business engagements with IT
- Represent IT as a diplomat/ambassador during all conflict situations
- Work with business to determine their priorities and requirements
- Communicating between business and IT on all relevant IT matters
- Communicate success stories in IT to the business and a maintain constant interface
- Supporting the PPS Mutual ExCo with request and information on IT
- Participate in PPS Mutual ExCo as a representative of Group IT
- Provide feedback to the business on all IT projects in progress across PPS
- Share key strategic IT insights and wisdom with the business when needed
- Effectively communicates the IT strategic narrative aligned to business requirements; uses varied communication vehicles and opportunities to promote dialogue, shared understanding, and consensus
- Collaborate with key business stakeholders, marketing, production, and operations, sharing insights to improve multichannel experiences, product development, needs identification and personalization
- Manage the reputation and brand of the IT division so that the division is viewed favourably with clients (internal and external)
- Ensure relevant internal and external stakeholders, resources, service providers and partners are appropriately contracted to deliver and maintain technology solutions and business continuity

**Education:**

- Matric (Grade 12)
- BSc/BA in Computer Science, Engineering, or relevant field
- Honours or master's University Degree in Computer Science or Information Systems (MSc/MA will be preferred)
- Masters qualification in Business Administration or Business Leadership will be an advantage

**Experience:**

- Proven experience as a CIO or similar managerial role
- Excellent knowledge of IT systems and infrastructure
- Background in designing/developing IT systems and planning IT implementation
- Solid understanding of data analysis, budgeting, and business operations
- Superior analytical and problem-solving capabilities
- A strong strategic and business mindset
- Excellent organisational and leadership skills
- Outstanding communication and interpersonal abilities

**Knowledge and Skills:**

- Technical knowledge and experience with technology relative to industry; .Net, C#, SQL Server, MongoDB, Solr, jQuery, Angular, AWS, IIS, GitHub, Grunt/Gulp, Node.JS, Java/C
- Demonstrates the ability to understand and interpret key technology platforms relative to PPS Mutual.
- Knowledge of the technology elements that contribute to maturing the 4th Industrial Revolution objectives; robotics, automation, digitalisation, artificial intelligence, etc
- Strong working knowledge of regulatory and competition environments across the industry
- Excellent leadership, change management and problem-solving skills
- Excellent analytical, logical reasoning and strategic thinking ability and business acumen
- Excellent knowledge and understanding of local and global ICT market dynamics
- Excellent planning, organising and execution skills
- Excellent communication (verbal and written) in English.
- Strong conflict management skills

**Competencies:**

- Complex problem-solving and analytics
- Strong communications skills
- Strong planning skills
- Strong business case development skills
- Strong business analysis skills
- Strong coordination skills
- Adapting and responding to change
- Innovation and forward-thinking
- Business acumen
- Persuading and influencing
- Deciding and initiating action
- Strategic vision and agility
- Leading cross-functional and multi-disciplinary teams

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**Position: Intermediate SQL Developer [3D]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: Team Manager: Application Support**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to Team Manager: Application Support, the role will be responsible for producing business intelligence solutions, with Self-Help BI being the focus.

To design, develop, implement, and optimise data-driven solutions as well as to support BI and Data solutions. Provide detailed accurate and timely reporting to facilitate fact-based decision making as well as documenting reporting and information systems solutions.

**Main duties and responsibilities:**

- Analysing/problem-solving to identify data issues arising from faulty system functionality
- Supporting the business in all data related issues/queries
- Creating and maintaining scripts for 3rd party imports
- Creating and maintaining scripts for data extracts
- Creating and maintaining scripts for related applications
- Setting up automated processes, where applicable, for handover to the Deployment team
- Supporting and assisting the Business Analysts/Deployment Team with issues related to the system processes
- Producing business and executive reports as per the service level agreement (SLA)
- Setting up and maintaining automated SQL scheduled tasks
- Documentation of current or new processes
- Investigating and solving report and data related queries
- Designing, building, and maintaining efficient, reusable, and reliable code
- Ensuring the best possible performance, quality, and responsiveness of applications
- Designing, developing, maintaining, and enhancing SQL applications/ETL, databases, reports, and programmes
- Performing data analysis by writing relational and multi-dimensional database queries
- Handling escalations from business

**Education:**

- Matric (Grade 12)
- IT-related Degree/Diploma
- ITIL Foundation Certificate
- MS SQL Certifications beneficial

**Experience:**

- Minimum 3 to 6 years' experience in SQL development
- Must have experience with SQL queries, stored procedures, functions, and triggers
- Experience in data warehousing and analytics
- Experience in other BI technologies such as MS Power BI or QlikView

### **Knowledge and Skills:**

- Intermediate skills in Microsoft BI technologies such as SQL Server, T-SQL, SSIS, SSRS (2005 & 2008), SSAS and SSIS (ETL development)
- A full understanding of all database structures and relationships in these database structures
- Extensive knowledge of SQL Integration services
- A full understanding of how and when the business applications are written on the database
- Being able to read and understand data requirements/technical specifications
- Latest MS Office package, particularly Word, PowerPoint, Internet, Outlook, and Excel

### **Competencies:**

- Service delivery focussed with great interpersonal skills to interact with clients
- Ability to work under pressure
- Team player
- Willingness to work outside of normal working hours (evening/weekends/public holidays)
- Excellent communication skills
- Attention to detail and methodical work method
- Ability to work accurately and thoroughly
- Organised (ability to plan, organise and control their work)
- Able to work towards deadlines
- Exceptional analytical skills

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**Position: Senior Specialist: Business Engagement [4S1]**

**Closing Date: 30 June 2022**

**Department: Group IT**

**Reporting Line: Senior Manager: Business Engagement**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to the Senior Manager: Business Engagement, the Senior Specialist: Business Engagement will be responsible to provide specialist feasibility analysis, evaluations or business projects and advises on the optimisation of resources and profitability of projects or resources. Translate business requirements into tangible effective work processes for the business so that optimisation of workflows is visible.

Responsible for managing a team of Business Analysts to ensure that all business requirements are focused and aligned to relevant business outcomes.

**Main duties and responsibilities:**

- Developing, coaching, and empowering direct reports to ensure the Business Engagement competency is matured to meet any project methodology that is adopted
- Ensure that a structured work approach is adopted using quality, governance and customer service while maintaining business process management standards and procedures
- Focus on the quality of the business specification on, outcomes-based deliverables and have an in-depth understanding of the Business Architecture and what attributes and business processes are to be considered during the eliciting of requirements
- Planning and process management
- Create an environment in which employees feel empowered and engaged
- Oversee and track the progress of all required business requirements to ensure that deliverables are not compromised while creating a learning culture within the team
- Demonstrating a strong sense of responsibility for the articulation of business requirements and solutions through partnering with IT
- Constant review and presentation of operational metrics explaining business impact and risk
- Constructively engaging with business stakeholders to ensure that customer requirements are understood and providing innovative thinking
- Providing constructive feedback to the IT leadership team around the quality of technical solution development and incomplete technical documentation
- Enabling and ensuring that the team is customer-focused
- Conduct business-related research and prepare recommendations for policy, procedure, control, or action
- Analyse information to determine present and future performance
- Evaluate plans, operating records, and any other related material
- Manage the Business Analysis team and ensure all business requirements are focused and aligned to relevant business outcomes
- Anticipate and respond appropriately to the needs, reactions, and feedback from stakeholders around business requirements and solution designs
- Transparent in ensuring that key business inhibiting capabilities are highlighted with a solution-oriented approach.

**Education:**

- Matric (Grade 12)
- BSc or B Com IT degree (Essential)
- Business Analysis diploma and or Degree (Advantageous)

**Experience:**

- 6 to 8 years' business analysis working experience
- Experience in leading a team of Business Analysts
- Experience in complex multi-team delivery models
- Business design experience with a solid understanding of design thinking
- Experience in business incidents, change and priority management
- Exposure to project management and agile
- IAA exposure is advantageous

**Knowledge & Skill:**

- Proficient knowledge of implementing business methodologies, including problem management/incident resolution
- In-depth knowledge of process management
- Understanding of Systems Development Life Cycles (SDLC)
- Understand capability mapping in the context of Business Architecture
- Proven knowledge of general business principles and practices, including financial and people management in a matrix structure.
- Understanding IT dependencies and interdependencies, ensuring that the end-to-end business value chain is not compromised
- Understanding the IT landscape to ensure that solutions designed are not in conflict with the IT architecture
- Able to implement and improve the competence of business analysis within Business Engagement by demonstrating the ability to lead and guide the completion of Business Analysis Artefacts, participate in the formulation of flexible Solution Designs, and produce quality documentation where relevant

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**Position: Intermediate Infrastructure Engineer [3D]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: IT Operations Manager: Infrastructure**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to IT Operations Manager: Infrastructure, the role will be responsible for planning, implementing, overseeing, and maintaining server and network infrastructures and projects.

Collaborate with the Infrastructure, Technology Risk Management and Application Development areas during design and development phases to provide guidance, interpretation, and engineering expertise.

**Main duties and responsibilities:**

- Creating and implementing automation in the form of infrastructure as code for cloud platform solutions
- Ensuring that all infrastructure components meet proper performance and capacity standards
- Administration of new patching solutions, both on-prem and cloud-based, as required
- Providing operational readiness through the engineering, planning, coordination, and execution of performance and tuning analysis, systems support, incident and problem resolution, software installation, and upgrades
- Maintaining appropriate standardised guidelines, work procedures and schedules for solution engineering within the data centre environment to expedite workflow and ultimately improve efficiencies
- Working with Active Directory (AD) to migrate users and aid with application deployment
- Working with the latest Microsoft Cloud Technologies including, but not limited to, Azure AD

**Education:**

- Matric (Grade 12)
- BCom / BTech / BSC or relevant years' experience
- Microsoft MCSE certification
- Red Hat Certified System Administrator Certification
- ITIL V3 Foundation certification
- Microsoft Certified: Azure Administrator
- GCP/AWS certification(s) (beneficial)
- Security + Certification
- A+ certification
- N+ Certification

**Experience:**

- 2 years' experience in Microsoft Windows server administration (with relevant certifications)
- 2 years' experience in Red Hat System Administration (With relevant certifications)
- 2 years' experience managing and working on Azure/GCP cloud platforms (With relevant certifications)
- 2 years' experience in managing Active Directory, DHCP, DNS and Group policies (GPO)
- 2 years' experience in administration of Veeam backup solution is preferred
- Experience in working within tight SLAs/OLAs and deadlines
- Previous experience with patch management solutions in an enterprise environment
- Experience with MECM (Microsoft Endpoint Configuration Manager) is preferred
- Managing server virtualisation technologies like VMWare Server/ESX or Microsoft Hyper-V/Virtual Server



**Knowledge and Skills:**

- Knowledge of ITIL Service Management
- Knowledge and in-depth understanding of IT Infrastructure platforms
- Proven knowledge of general business principles and practices, including financial and people management
- Service delivery and support
- Incident and change management
- Working knowledge of process and operations management
- Project Management
- Strong understanding of SDLC principles and processes
- Strong demonstrable skills in the management and upgrading of server operating systems
- Strong understanding of the administration of Hyper-V and/or VMWare
- Strong understanding of managing and administration of Linux servers
- Strong understanding of managing and administration of backup solution(s)

**Competencies:**

- Strong diagnostic mindset to action and resolve new issues
- Client Focus
- Result orientation
- Planning and organising
- Interpersonal effectiveness
- Persistence and tenacity
- Teamwork
- Effective communication
- Development orientation
- Influence/persuasion
- Customer and stakeholder management

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**Position: Intermediate Java Developer [3D]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: Senior Manager: Development**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to the Senior Manager: Development, the role will be responsible for designing and implementing executable source code of high quality, maintainability, and efficiency in alignment to according to the functional specification and the development standards of PPS.

The successful incumbent will be responsible for testing, fixing defects and releasing Java applications as per the defined architectural and design standards as well as developing data-rich applications within a Scrum development framework.

The role encompasses understanding, implementing, supporting, upgrading, training, and maintaining the technology aspects that support project deliverables.

**Main duties and responsibilities:**

- Software development and testing
- Producing working implementation (code) from functional/technical documents like a functional specification
- Ensuring appropriate use of tools and applications that are in place to support the development process and software development life cycle (SDLC)
- Engaging in technical scoping sessions with a clear mandate of defining and agreeing on the technology, design, and tools
- Database administration and manipulation to create SQL statements, etc
- Unit testing
- Integration testing of code
- Interacting and maintaining good relationships with business stakeholders (business users, project management resources, testing and training teams)
- Engaging with leadership and taking initiative around career growth and training
- Performance Management – To engage with leadership

**Education:**

- Matric (Grade 12)
- BCom, BEng, BSc Eng, BSC Informatics or related degree/diploma
- Linux operating environment is an advantage
- Web: HTML, HTML5, XML, CSS is advantageous

**Experience:**

- Minimum 3 -5 years' experience on Java 7 and JEE ( Servlets, JSP, EJB, REST and SOAP JPA/Hibernate) JBOSS, MS SQL Server
- 3 – 5 years of working experience with Build tools i.e., Maven & ANT
- 2 years of working experience using XML, LDAP, Design Tool i.e., XDE, Servlets, Internet development

## **Knowledge and Skills:**

- Demonstration of knowledge of best practices and project standards for coding
- Good understanding and knowledge of J2EE application server i.e., JBoss & Tomcat
- In-depth knowledge and use of UML
- Worked in a multi-project environment
- Knowledge of and exposure to SDLC/Change Control/Release Management
- Solid understanding of versioning software i.e., SVN and GitLab
- Good computer literacy (Word, Excel, PowerPoint, Visio/Aris, Project)
- Troubleshooting

## **Competencies:**

- Self-motivated and able to use their own initiative, with the ability to work without supervision
- Quality orientation
- Analytical thinking and decision-making ability in a moderately complex environment
- Problem-solving skills (analysis and business/process solution design)
- Interpretation of information in a clear and concise manner
- Interpersonal communications skills and presentation skills
- People networking and good, rapid relationship and team building
- Innovative
- Strong personal characteristics, energy, drive, focus, motivation, responsibility
- Strong aptitude for teamwork (contributes to the team's success)
- Outcomes Driven

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**Position: Junior Java Developer [3A]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: Senior Manager: Development**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

The Junior Java Developer role is responsible for developing data-intensive software applications as well as data-rich applications within a Scrum development framework. The role will also be responsible for developing, testing, fixing defects and releasing Java applications as per the defined architectural and design standards.

**Main duties and responsibilities:**

- Software development and testing
- Engaging in technical scoping sessions with a clear mandate of defining and agreeing on the technology, design, and tools
- Responsible for producing working implementation (code) from functional/technical documents like a functional specification
- Ensuring appropriate use of tools and applications that are in place to support the development process and software development life cycle (SDLC)
- Database administration and manipulation to create SQL statements, etc.
- Unit testing
- Integration testing of code
- Interacting and maintaining good relationships with business stakeholders (business users, project management resources, testing and training teams)
- Performance Management – To engage with leadership
- Engaging with leadership and taking initiative around career growth and training
- Demonstrating knowledge of best practice project standards for coding

**Education:**

- Matric (Grade 12)
- BCom, BEng, BSc Eng, BSc Informatics, or related degree/diploma

**Experience:**

- Minimum 2 years' experience on Java 7 and JEE ( Servlets, JSP, EJB, REST and SOAP, JPA/Hibernate), JBOSS and MS SQL Server
- 1 to 2 years' experience with Build tools, i.e., Maven
- Knowledge of and exposure to SDLC / Change Control / Release Management
- Advantageous - Struts, Spring, HTML5, Angular JS, JSON
- Linux operating environment is an advantage
- Web: HTML, HTML5, XML, CSS is advantageous

**Knowledge and Skills:**

- Good computer literacy (Word, Excel, PowerPoint, Visio/Arise, Project)
- Troubleshooting
- Service delivery orientated (possess a sense of urgency)

**Competencies:**

- Strong personal characteristics, energy, drive, focus, motivation, responsibility
- Self-motivated and ability to use own initiative, with the ability to work without supervision
- Outcomes-driven
- Innovative
- Quality orientation
- Analytical thinking and decision-making ability in a moderately complex environment.
- Problem-solving skills (analysis and business/process solution design).
- Interpretation of information in a clear and concise manner
- Good interpersonal communications skills and presentation skills
- People networking and good, rapid relationship and team building
- Strong aptitude for teamwork (contributes to the team's success)

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**Position: Intermediate Deployment Administrator 3D**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: Manager: IT Operations**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to the Manager: IT Operations, the role will be responsible to handle code deployments, configuration management and implementing departmental and industry best-practices security standards in all PPS environments effectively within the DevOps.

Furthermore, responsible to monitor the application environment via monitoring dashboards, providing capacity trends and highlighting performance bottlenecks.

**Main duties and responsibilities:**

- Documenting operational procedures (maintenance, user administration, server standards, etc)
- Working closely with IT teams – Database Admins, Developers, Application Support, Deploy, Testing, and IT Infrastructure
- Monitoring and enforcing the usage of the process and procedures
- Implementing departmental and industry best practice security standards
- Mitigating the risk to ensure minimal downtime and system availability by ensuring best support practices are in place
- Managing CI and CD tools with the team and collaborating with other teams to plan and create workflow processes, develop automation procedures, deploy updates
- Monitoring the application environment via monitoring dashboards, providing capacity trends and highlighting performance bottlenecks
- Technical guidance and educating team members and co-workers on deployments, development, and operations
- Analysing, solving, and correcting issues in real-time
- Taking ownership, leading and coordinating operational tasks, customer escalations, and process improvements
- Performing scheduled maintenance and support release deployment activities after hours
- Providing on-call rotation support for critical production systems
- Refining and automating regular processes, tracking issues, and document changes
- Assisting Developers with query tuning and schema refinement
- Monitoring system's health and performance
- Ensuring the system is running smoothly
- Escalating issues within a reasonable time for quicker resolution

**Education:**

- Matric (Grade 12)
- Bachelor's degree/Diploma in Information Technology/Systems or Computer Science, Engineering, Software Engineering or equivalent
- ITIL Foundation
- Microsoft and Linux Certification or proven years of experience

**Experience:**

- 5+ years' solid previous experience in software deployments, development and operations, or related IT, computer, or operations.
- 3+ years of IT operations experience with a strong understanding of deployment processes and standard best practices.
- Experience with Microsoft and Linux infrastructure, database SQL (MS SQL), CI/CD tools, and scripting such as JavaScript, PHP, Python, Perl, Ruby, .NET, Scrum/Kanban
- Solid previous experience with software development, infrastructure development, or development and operations
- SAFe, Agile workflow methodologies
- Deployment Platform-tools - Docker, GitLab, Bitwise

**Knowledge and Skills:**

- Solid acquaintance with Windows and Linux servers, and security delegation.
- Documentation skills for processes and procedures (creating SOPs, KBs, runbooks, topology, etc)
- Microsoft Azure and GCP experience
- Understanding of, and experience with, server-client computing
- Application support and administration
- Database knowledge and administration advantageous
- Up to date on the latest industry trends, able to articulate trends and potential clearly and confidently.
- Monitoring tools (Dynatrace, Zabbix etc)

**Competencies:**

- Analysis
- Teamwork
- Results orientation
- Planning and organising
- Attention to detail
- Effective communication
- Ethics and integrity
- Client focus
- Relationship-building

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**Position: Senior Java Developer [3E]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: Senior Manager: Applications Development**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to the Senior Manager: Applications Development, the incumbent will be responsible for developing, implementing and managing technology-based business solutions to meet both functional and technical requirements. The role will also be responsible for developing data-rich applications within an Agile development framework; assigning tasks to other team members; designing and testing code and communicating with different departments to analyse their requirements.

The incumbent will effectively engage with stakeholders and create software applications, display openness to innovation and keep up with the latest technology trends.

**Main duties and responsibilities:**

- Engaging in technical scoping sessions with a clear mandate of defining and agreeing on the technology, design and tools
- Responsible for producing working implementation (code) from functional/technical documents like a functional specification
- Ensuring appropriate use of tools and applications that are in place to support the development process and the software development life cycle (SDLC)
- Interacting and maintaining good relationships with business stakeholders (business users, project management resources, testing and training teams)
- Database administration and manipulation to create PostgreSQL/SQL statements, etc
- Automating tasks through appropriate tools and scripting
- Demonstration of knowledge of best practices and project standards for coding
- Remaining up to date on new technologies and available vendor packages; evaluate and make recommendations as necessary
- Supporting and developing Java Developers by providing advice, coaching and educational opportunities

**Education:**

- Matric (Grade 12)
- An Engineering degree; BSc Computer Science; BCom Informatics; BIT; BIS degree
- A postgraduate qualification will be an advantage

**Experience:**

- Minimum of 6 years' experience on Java 6 and JEE (Servlets, JSP, EJB, REST and SOAP, JPA/Hibernate), JBOSS and NginX
- Minimum 3 years' experience on PostgreSQL and MSSQL (Mongo would be advantageous)
- 4 to 6 years' experience with Maven



## **Knowledge and Skills:**

- Working knowledge of DevOps tools (Git, Jenkins, Sonar, Nexus ...)
- Worked in a multi-project environment
- Knowledge of and exposure to SDLC/Change Control/Release Management
- Solid understanding of versioning software - GIT
- Frontend development on any of these technologies (Web: Angular, HTML, HTML5, XML, CSS)
- Familiarity with agile development methodologies

## **Competencies:**

- Self-motivated and ability to use own initiative, with the ability to work without supervision
- Analytical thinking and decision-making ability in a moderately complex environment
- Problem-solving skills (analysis and business/process solution design)
- Interpretation of information in a clear and concise manner
- Interpersonal communications skills and presentation skills
- People networking and good, rapid relationship and team building
- Professional approach and conduct
- Strong personal characteristics, energy, drive, focus, motivation, responsibility
- Strong aptitude for teamwork (contributes to the team's success)
- Service delivery orientated (possess a sense of urgency)

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**Position: Senior Infrastructure Engineer [4S1]**

**Closing Date: 30 June 2022**

**Department: IT**

**Reporting Line: IT Operations Manager: Infrastructure**

**Location: Johannesburg, Parktown**

**Purpose of the Job:**

Reporting to IT Operations Manager: Infrastructure, the role will be responsible to plan, implement, oversee and maintaining the server and network infrastructures and projects.

Collaborating with the Infrastructure, Technology Risk Management and Application Development departments during the design and development phases to provide guidance, interpretation, and engineering expertise.

**Main duties and responsibilities:**

- Creating and implementing automation in the form of infrastructure as code for cloud platform solutions
- Ensuring that all infrastructure components meet proper performance and capacity standards
- Aiding with the deployment and migration of business-critical applications, predominantly working with SCCM and MECM.
- Designing and implementing new patching solutions for both on-prem and cloud-based as required
- Proactively providing information and ongoing consultation for IT and business areas as well as vendors directly or indirectly affected by the network or data centre infrastructures
- Executing the detailed infrastructure design of larger and/or more complex internal projects collaborating with IT stakeholders, service owners and partners
- Providing operational readiness through the engineering, planning, coordination, and execution of performance and tuning analysis, systems support, incident and problem resolution, software installation, and upgrades
- Providing detailed guidance and consultation in solutioning production incidents when required
- Maintaining appropriate standardised guidelines, work procedures and schedules for solution engineering within the data centre environment to expedite workflow and ultimately improve efficiencies
- Building collaborative relationships with the broader architecture community to effectively maintain technical roadmaps and provide input into strategies and standards related to area of specialisation
- Working with the Active Directory to migrate users and aid with application deployment

**Education:**

- Grade 12 (Matric)
- BSC or BCom / BTech in IT related
- Microsoft MCSE certification
- SCCM/Endpoint Management Certification
- Windows Desktop and Server OS Certification
- ITIL V3 Foundation
- Microsoft Certified: Azure Administrator
- VMware Certifications
- Azure/GCP/AWS certification(s)
- Cisco Certified Network Associate (beneficial)

**Experience:**

- 3+ years of experience supporting update management at an enterprise level
- 3 years' experience in server administration
- 3 years' experience managing and working on Azure/GCP/AWS cloud platforms
- Previous experience in designing and implementing patch management solutions in an enterprise environment
- Experience in leading global patching solutions using Windows desktop and server operating systems, SQL and SharePoint.
- Expert in SCCM/Endpoint Manager is essential
- Windows 10 deployment experience is essential.
- Experience with MECM (Microsoft Endpoint Configuration Manager) is preferred.
- Experience in working with monitoring tools (SCOM)
- Experience in managing servers virtualization technologies like VMWare Server/ESX or Microsoft HyperV/Virtual Server
- Ability to troubleshoot network issues including backbone infrastructure issues
- LAN Routing and Switching design, configuration and troubleshooting (VLANs, IP Subnetting, 802.1Q trunks)
- ITIL Service Management experience
- Project management experience

**Knowledge and Skills:**

- Proven knowledge of general business principles and practices, including financial and people management
- A solid understanding of LAN/WAN networking
- Microsoft IIS administration and configuration e
- Knowledge of Migration of Exchange 2003 to Exchange 2010
- Knowledge of Linux/UNIX administration
- Working knowledge of Incident and change management
- Knowledge of Process and Operation Management
- Strong understanding of SDLC principles and processes

**Competencies:**

- Client focus
- Result orientation
- Planning and organising
- Interpersonal effectiveness
- Persistence and tenacity
- Teamwork
- Effective communication
- Development orientation

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