

26 March 2021

The Public Investment Corporation (PIC) invests funds on behalf of public sector entities including the Government Employees Pension Fund. The organization is the largest investment manager in the country and the continent. Applications are invited from dynamic individuals for the following challenging position:

**Position: Service Desk Manager
Job Grade: * D3 – D5
(Ref:26/03/21)**

Salary: All-inclusive remuneration package negotiable

Centre: Public Investment Corporation, Pretoria

Requirements:

- National Diploma in Information Technology, Information Systems Or Related field
- Bachelor's Degree in computer science, Information Technology, Information Systems OR related field would be advantageous
- 8 years of experience in Information Technology, 5 years should be in Service Delivery with management skills
- ITIL certified
- COBIT certified
- Strong knowledge of governance and security control requirements
- Knowledge and understanding of legislative requirements for IT

Duties:

- Define service desk delivery strategy and processes that support it and monitor implementation with a view to improve service efficiency at lower cost
- Customer support – response time, provision of quality support and problem resolution agreed with the customer in line with ITIL. Ensure services defined in service catalogue are available to the business.
- Manage Incidents, Requests, Problems Changes and Releases to be able to provide an efficient service to the client as defined on service catalogue and service level agreements
- Manage Assets (both Inventory and software) and CMDB
- Define and manage Service Level Agreements and report back to the client
- Manage and mentor Service Desk Agents and manage their performance

- Design an enhanced reporting structure which ensures the early identification of product faults and ensure minimum risk to the business
- Produce statistics and management reports on service performance and recommendations

Key Competencies:

- Strong communication skills
- Planning and organising
- Problem solving
- Decision making
- Confidentiality

With the PIC having topped the R2 trillion mark in assets under management and in the process of entering the global investment market, it is the best asset manager any serious professional would want to be associated with. It is also one of the better places from which one can serve South Africa.

Closing Date: 2 April 2021

PIC is an equal opportunity employer and as such appointments will be done in line with PIC's Employment Equity Plan.

Please forward the copies of your comprehensive CV's to Recruitment1@pic.gov.za

*** Grade range is from D3– D5 commensurate with applicable minimum requirements.**