



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Email: Enquiries@infoeregulator.org.za

The Information Regulator (Regulator) is a juristic person established in terms of Section 39 of the Protection of Personal Information Act 4 of 2013 (POPIA) which enjoins the Regulator to be independent and impartial and to perform its functions and exercise its powers without fear, favour or prejudice. It is accountable to the National Assembly and has jurisdiction throughout the Republic of South Africa. The Regulator is responsible for the promotion and protection of the right to privacy as it relates to the protection of personal information and right of access to information. In this regard, it exercises its powers and performs its functions in accordance with POPIA and the Promotion of Access to Information Act 2 of 2000 as amended (PAIA). The Regulator consists of five (5) Members namely: the Chairperson and four (4) ordinary Members appointed by the President of the Republic of South Africa for a five (5) year term. The Chairperson and two (2) ordinary Members are appointed on a full-time and the other two (2) Members on a part-time basis. Section 47 of POPIA empowers the Regulator to establish its own administration to assist it in the performance of its functions. In this regard, the Regulator must appoint the Chief Executive Officer (CEO) and other staff members to assist it in the performance of its functions. The Head Office of the Regulator is situated in Braamfontein, Johannesburg. The Regulator is currently hereby inviting suitably qualified candidates whose appointment will promote equity and representivity to submit applications for the vacant positions listed below: People with disability are encouraged to apply. For detailed information please visit our website www.infoeregulator.org.za vacancies.

ADVERTISEMENT OF VACANCIES

POST:	ICT SYSTEMS SUPPORT OFFICER
DIVISION:	CORPORATE SERVICES
REFERENCE:	IR4/04/2024
CENTRE:	HEAD OFFICE: BRAAMFONTEIN (JOHANNESBURG)
SALARY LEVEL:	NINE (9)
SALARY:	R 424 104.00 (Basic salary per annum plus benefits)

The successful candidate will be required to sign a performance agreement annually.

REQUIREMENTS

- Matric certificate plus a National Diploma/Bachelor's degree in Information Technology (IT) or equivalent qualification rated at National Qualifications Framework (NQF) Level six (6) as recognised by South African Qualification Authority (SAQA).
- Three (3) to five (5) years' experience in the IT environment.
- Experience of systems maintenance and support.

SKILLS AND COMPETENCIES REQUIRED

Knowledge of POPIA, PAIA and PAJA, knowledge of Acts, Regulations, Policies and procedures governing the public sector Government Protocols, Strategic Planning, Financial Management, Project Management, good telephone etiquette, Advanced knowledge of Microsoft packages and good typing skills, Excellent communication skills (writing and verbal),. Ability to conduct basic research Skills and Analytical skills. Interpersonal relationships, presentation, pay attention to detail, time management, report writing skills and ability to work under pressure. Understanding of the client business. (Business processes, policies and/or business operations). Business Process Management (BPM). Software integration testing, system integration testing, user acceptance testing and implementation of acceptance testing procedures. Understanding of enterprise business systems. Software configuration/release principles. System implementation methodologies. Customer Relationship management. IT Security standards and practices. Service management principles, Client business process development/improvement. Web development knowledge in C# language. Relational database knowledge

KEY PERFORMANCE AREAS

- Provide technical support for customer-facing portal(s)
- Provide technical support for internal-facing portal(s)
- Handle support queries from multiple channels.
- Compile reports for support queries received.
- Coordinate with development teams for issue resolution.
- Contribute to knowledge sharing and documentation.
- Maintain professionalism and customer service excellence.

Applications for this position may be submitted by email as follows:

Recruitment1@infoRegulator.org.za

IMPORTANT INSTRUCTIONS TO CANDIDATES

- The above-mentioned positions are permanent, except the positions for Internal Audit Assistants and appointment will be done in terms of section 47 of the Protection of Personal Information Act 4 of 2013 (POPIA) as the enabling Act.
- **Applications *must* be submitted on a new application form for employment (Z83) which came into effect on 1 January 2021. The new Z83 form can be downloaded at www.dpsa.gov.za-vacancies or <https://info regulator.org.za/vacancies/>.**
- Received applications with an incorrect Z83 form will not be considered.
- **Ensure that the Z83 form is signed and dated before you submit your application. Please use your signature or valid e-signature and your name written in block/typed print. A Z83 not signed and dated will be deemed regret.**
- Candidates are advised to complete all the sections of the Z83 Form in full (A to G and Declaration) and indicate whether they belong to professional bodies and have criminal record or not.
- **A detailed and recent CV, with two (2) contactable referees; certified copies of qualifications that are not older than six (06) months and Identity Document or Passport document will be requested from the short-listed candidates only as indicated on DPSA circular 19 of 2022.**
- Should a candidate be in possession of foreign qualification(s), such must be accompanied by an evaluation certificate obtained from the South African Qualifications Authority (SAQA) to confirm the appropriate National Qualifications Framework (NQF) Level.
- **Candidates for permanent positions must indicate their current Salary Notch on their CV, particularly on employment history.**
- Applications can be submitted by courier, hand delivery or email.
- Candidates who choose to email their applications should adhere to the following instructions:
 - ✓ Write the correct name of the position and reference number as the subject on the email.
 - ✓ Due to size requirements of our mailbox, applicants must zip their documents before submitting to the Regulator.
 - ✓ It is the responsibility of the applicant to ensure that his/her application is delivered in the correct mailbox of the Regulator.
 - ✓ The Regulator will not take responsibility for any email which was not delivered.
 - ✓ Applicants are advised to use the provided alternative ways of submitting their applications should they experience problems when submitting online.

- **Failure to comply with any of the above instructions will result in the application being disqualified.**
- **Applications received after the closing date will not be considered.**
- If an applicant wishes to withdraw an application, it must be done in writing.
- As part of the selection process, shortlisted candidates may be subjected to processes such as Security Screening, Reference Checks and Qualifications Verification.
- Successful candidates will serve probation for a period of twelve (12) months.
- Any successful candidate in one of the advertised positions will be required to enter an employment contract and also sign a Performance Agreement on an annual basis.
- It is the Regulator's intention to promote equity and representativity through the filling of these posts and to facilitate this process, an indication of important demographic information such as race, gender and type of disability, if any, is required.
- Due to high volume of applications anticipated, there will be no acknowledgement of applications and further communication will only be made with the shortlisted candidates.
- Candidates who do not comply with the instructions will be disqualified.
- Applicants who do not receive feedback within three (3) months after the closing date must accept that their applications were unsuccessful.
- The Regulator reserves the right to withdraw any advertised position or not to appoint.
- ***Enquiries related to the above posts may be directed to SSithole@infoRegulator.org.za***

CLOSING DATE: FRIDAY, 19 APRIL 2024 AT 16H00

Applications may be submitted as follows:

1. **By email as indicated on each advertisement**

2. **Hand delivery :**

Place applications in the applicable box at the Security Area (Ground Floor)

27 Stiemens Street

JD House

Ground Floor

Braamfontein, Johannesburg

2017

3. Courier service:

For attention: **Mr Sibusiso Sithole**

INFORMATION REGULATOR

Human Resource Management

27 Stiemens Street

JD House

use, 4th floor

Braamfontein, Johannesburg

2017

Disclaimer

The personal information submitted herein shall be solely used for processing your application for a job with the Information Regulator (Regulator) and/or subsequent appointment should your application be successful.

All the personal information submitted herein shall be used for the purpose stated above, as mandated by the POPIA. By submitting your personal information, you agree that such information may be disclosed to the third party for verification of qualifications, reference checks, citizenship and criminal checks. The Regulator undertakes to ensure that appropriate security control measures are implemented to protect all your personal information submitted.