

## Manager – Information Management

Job Profile	
<b>Job title:</b>	<ul style="list-style-type: none"> <li>- Manager: Information Management</li> <li>- Patterson Grading D2</li> </ul>
<b>Location:</b>	<ul style="list-style-type: none"> <li>- Sandton South Africa</li> </ul>
Job summary and objectives	
Functional area	
<ul style="list-style-type: none"> <li>- Corporate services</li> </ul>	
Job purpose	
<ul style="list-style-type: none"> <li>- To define ROMPCO's IT strategy, in line with the overall corporate strategy</li> <li>- To drive IT Planning, Budgeting and Target Setting activities</li> <li>- To develop new policies/processes and the amendment of existing IT policies/processes as needed</li> <li>- To identify the need for IT projects, and develop the detailed project plans and budgets thereof</li> <li>- To oversee timely execution of all IT projects by external IT service providers</li> <li>- To collect, assess, prioritise and further detail business requirements and oversee their conversion into IT solutions</li> <li>- To support the sourcing and contracting of external IT service providers, and management of their performance</li> <li>- To define and ensure appropriate implementation of IT security measures and controls throughout ROMPCO</li> <li>- To establish mechanisms for the regular back-up of ROMPCO's company and operational data</li> <li>- To ensure the use of software licenses are adequately optimized</li> <li>- To ensure all user requests and issues are attended to and resolved effectively and efficiently</li> <li>- To attend to ad-hoc requests as given by the GM: Corporate Services</li> </ul>	
Long-term objectives	
<ul style="list-style-type: none"> <li>- Develop ROMPCO IT strategy</li> <li>- Address business requirements through appropriate IT solutions to enable best-in-class performance within ROMPCO</li> <li>- Ensure long term security and safeguarding of ROMPCO's IT landscape</li> </ul>	
Short-term objectives	
<ul style="list-style-type: none"> <li>- Address all IT related user requests and issues to empower ROMPCO employees to conduct their work effectively</li> <li>- Support the sourcing and contracting of the most effective external IT service providers</li> <li>- Ensure smooth execution of IT projects and solutions</li> </ul>	
Responsibilities	
Key Responsibilities	
<b>IT Strategy Definition</b>	
<ul style="list-style-type: none"> <li>- Define the IT strategy and develop associated strategic initiatives</li> <li>- Drive and manage execution of strategic initiatives</li> </ul>	
<b>IT Planning, Budgeting and Target Setting</b>	
<ul style="list-style-type: none"> <li>- Prepare preliminary long and short term budgets for IT function</li> <li>- Track actual spend against outlined IT budgets</li> <li>- Develop, communicate and implement cost control initiatives</li> </ul>	

### IT Policy/Process Development and Amendment

- Develop short- and long-term workforce plans
- Prepare short- and long-term HR budgets and cost targets
- Track actual spend against HR budgets and targets

### IT Project Development

- Define the scope of IT projects based on reported and identified business needs
- Develop detailed IT project plans and associated budgets

### IT Project Execution Management

- Brief external IT service providers on detailed IT project plans and associated budgets
- Oversee and monitor effective execution of IT projects against IT project plans and budgets

### Demand Management

- Convert business requirements to detailed functional and technical requirements
- Evaluate the technical feasibility of detailed business, functional and technical requirements
- Provide HLE time, effort and complexity of designing a solution to address all requirements
- Approve external IT service provider's high- and detailed level design of IT solutions to address requirements
- Oversee and provide sign-off on building and testing of IT solutions

### Supply Management

- Develop scope of work for IT service providers as needed
- Support procurement and contracting of IT service providers
- Develop protocols and mechanisms for ongoing management of IT service providers
- Investigate issues and disputes with IT service providers
- Develop and communicate evaluation criteria for IT service providers
- Conduct performance evaluations with IT service providers

### Infrastructure Management

- Develop and test IT security controls and incident logging/ reporting mechanisms for functionality, in collaboration with IT service provider
- Communicate and implement IT security controls and incident logging/ reporting mechanisms
- Investigate all security incidents and propose necessary updates to IT security controls and/or incident logging/reporting mechanisms
- Define data back-up policy and guidelines and ensure compliance
- Optimise use of software licenses by maintaining a repository of user roles, license statuses and access profiles

### User Support

- Develop a framework for addressing user issues/requests
- Ensure resolution of IT-related user issues/requests

## Financial responsibilities

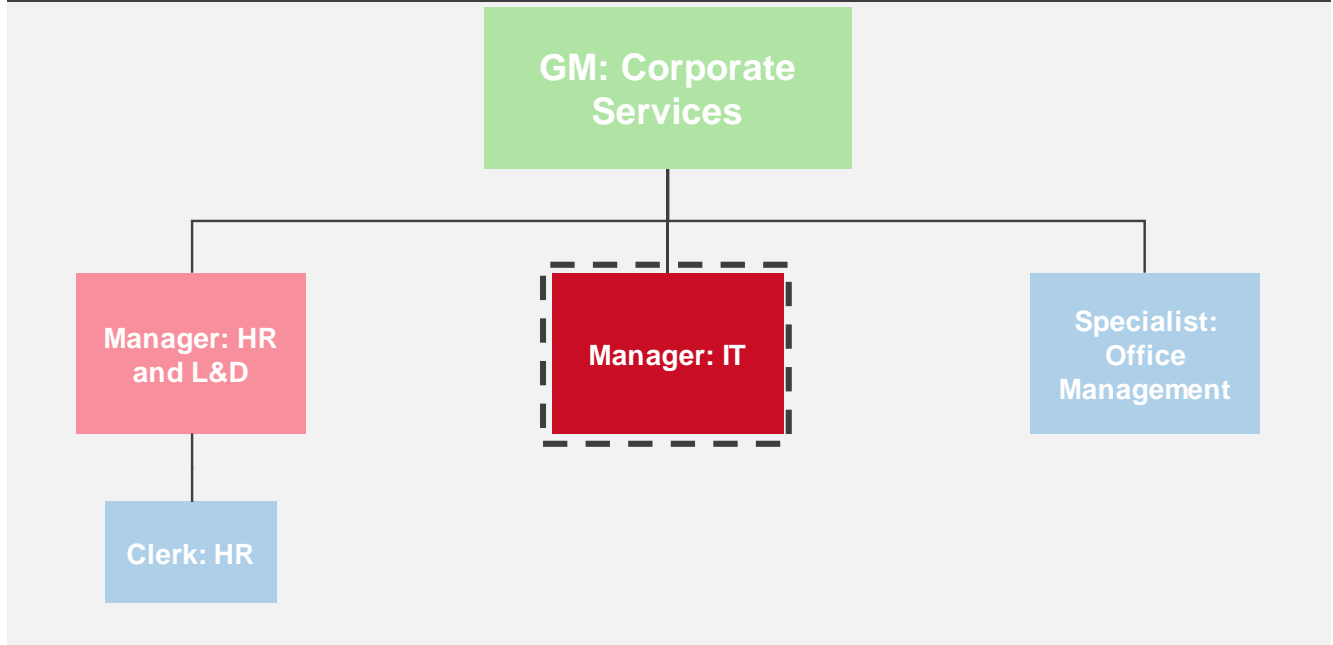
Financial responsibilities	Work location and travel
- Yes – monitoring of spend against IT budget	- ROMPCO office

## Key performance indicators

<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>- % savings on new IT service provider contract spend against baseline spend</li> <li>- % of licenses which are not actively used/deployed</li> </ul> <p><b>Operations/HSE</b></p> <ul style="list-style-type: none"> <li>- On-time delivery of dedicated strategic initiatives</li> <li>- % coverage of reported IT-related business needs/problems by IT projects</li> <li>- % of IT project activities (as outlined in project plan) delivered on time and within budget</li> <li>- % of solutions developed within DLE timeline and budget</li> <li>- Number of reported security incidents per year</li> <li>- Number of IT security audit issues found per annual security review or internal audit process</li> <li>- % of data files backed-up in accordance with the data back-up policy and guidelines</li> </ul>	<p><b>People</b></p> <ul style="list-style-type: none"> <li>- 360 feedback rating</li> <li>- # of contractual disputes with IT service providers</li> </ul> <p><b>Customers</b></p> <ul style="list-style-type: none"> <li>- Customer satisfaction rate</li> <li>- % of business requirement documents converted to solution design phase</li> <li>- Time taken for user issues/requests to be addressed and resolved</li> <li>- % of issues/requests completely resolved (without recurring issues/requests)</li> </ul>
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**Interfaces**

**Organisational Structure**



**Reporting relationships**

**Reports to**

- GM: Corporate Services

**Supervises**

- IT service provider teams

**Key business contracts**

Key internal and external contacts	Reason for frequency of communication
<b>Internal:</b> <ul style="list-style-type: none"> <li>- GM: Corporate Services</li> <li>- Business users</li> <li>- Procurement Manager</li> </ul>	<b>Internal:</b> <ul style="list-style-type: none"> <li>- Definition and seeking of approval for IT strategy, plan, budgets and targets (annually)</li> <li>- Collation of business requirements and detailing into functional and technical requirements, and high-level solution designs (as-needed)</li> <li>- Planning and detailing of IT projects (as-needed)</li> <li>- Definition of scope of work for IT service providers (annually, or as needed)</li> <li>- Technical evaluation of IT service providers (annually, or as needed)</li> <li>- Resolution of IT-related issues/requests from users (as needed)</li> </ul>
<b>External</b> <ul style="list-style-type: none"> <li>- External IT service providers</li> <li>- External auditors</li> <li>- Legal counsel</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>- Monitoring and oversight of IT projects/IT solution development execution (as needed)</li> <li>- IT service provider performance evaluation (quarterly)</li> <li>- IT security breach investigations and reports (as needed)</li> <li>- Dispute/litigation handling against IT service providers (as needed)</li> </ul>
<b>Qualifications</b>	
<b>Education and training</b>	
<b>Minimum qualifications</b>	
<ul style="list-style-type: none"> <li>- Bachelors in relevant computer or information-oriented field, including but not limited to computer science, computer engineering, software development, information technology, information systems</li> </ul>	
<b>Experience</b>	
<b>Minimum experience</b>	
<ul style="list-style-type: none"> <li>- 6+ years relevant work experience as an IT Manager, preferably in the gas, energy or utility industry</li> <li>- Demonstrated experience in managing and owning an IT landscape end-to-end, or assuming responsibility of an IT department as an entity is essential</li> <li>- Demonstrated experience overseeing and managing IT project lifecycle</li> <li>- Demonstrated experience in business requirements coordination and solution design</li> <li>- Demonstrated experience managing and coordinating external IT service providers</li> <li>- Extensive knowledge in cybersecurity and data management solutions</li> <li>- Proven record of managing multiple stakeholders, including external and internal stakeholders</li> <li>- Proven project management skills</li> </ul>	
<b>Additional experience</b>	
<ul style="list-style-type: none"> <li>- Experience working across multiple cultures</li> </ul>	
<b>Competencies</b>	
<b>Competencies/Skills</b>	
<b>Leadership and behavioural competencies</b>	<b>Proficiency level (basic intermediate, advanced, expert)</b>
<ul style="list-style-type: none"> <li>- Communication</li> </ul>	<ul style="list-style-type: none"> <li>- Advanced</li> </ul>

- Planning and Management	- Advanced
- Problem solving	- Advanced
- Results orientation	- Advanced
- Conflict resolution	- Advanced
<b>Technical competencies</b>	<b>Proficiency level (basic intermediate, advanced, expert)</b>
- Stakeholder management and collaboration	- Expert
- Data management	- Expert
- Monitoring and evaluation	- Expert
- Project management	- Expert
- Quality assurance	- Expert
- Cybersecurity and application protection	- Expert
- Change management	- Advanced
- Customer service	- Advanced
- Research and analysis	- Advanced
- Monitoring and evaluation	- Advanced
- Gas/energy operational knowledge	- Basic

Disclaimer: Rompco reserves the right to appoint suitable and competent candidates  
Rompco is an equal opportunity employer

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**Closing date: 11 January 2021**