

NATIONAL TREASURY

The National Treasury is an equal opportunity employer and encourages applications from women and persons living with disabilities in particular. It is the department's intention to promote representivity through filling of these posts. Our buildings are accessible to persons living with disabilities



<u>CLOSING DATE</u>	:	17 July 2023 at 12:00 am (Midnight)
<u>NOTE</u>	:	The National Treasury utilises an e-Recruitment system, effective from 7 April 2021, which means all applicants must login/register to apply for positions as we no longer accept applications via email or hand delivered/post. The applicants profile on the e-Recruitment is equivalent to the new approved Z83 and it is the responsibility of applicants to ensure their profiles are fully completed or their applications will not be considered, as per the DPSA Practice Note. Certain documentations will still be required to be uploaded on the system such as copies of all qualifications including National Senior Certificate/Matric certificate, ID, etc., however these documents need not be certified at point of application however certification will be required prior to attending the interview. Please note: All shortlisted candidates for SMS posts will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Successful completion of the Nyukela Public Service SMS Pre-entry Programme as endorsed by the National School of Government, available as an online course on https://www.thensg.gov.za/training-course/sms-pre-entry-programme/ , prior to finalisation of appointment. All qualifications, criminal and SA citizenship checks will be conducted on all short-listed candidates and, where applicable, additional checks will be conducted. It is the applicant's responsibility to have all their foreign qualifications (this includes O and A level certificates) evaluated by the South African Qualifications Authority (SAQA), not negotiable. The status of your application will be visible on the e-Recruitment system. However, if you have not received feedback from the National Treasury within 3 months of the closing date, please regard your application as unsuccessful. Note: The National Treasury reserves the right not to fill the below-mentioned posts or to put on hold a position and/or to re-advertise a post. The National Treasury is compliant to the requirements of POPIA.

MANAGEMENT ECHELON

<u>POST 21/79</u>	:	<u>DIRECTOR: CAA REF NO: S056/2023</u> Division: Office of the Accountant-General (OAG) Purpose: To provide strategic guidance, advisory services and oversee management of the CAA in the Chief Directorate: Capacity Building and its devolved sites (City of Cape Town, Joburg and eThekweni Metropolitan Municipalities) as well as providing technical advice to Provincial Treasuries on the establishment and maintenance of similar programme.
<u>SALARY CENTRE REQUIREMENTS</u>	:	R1 162 200 per annum, (all-inclusive remuneration package) Pretoria A Grade 12 is required coupled with a minimum Bachelor's Degree (equivalent to an NQF level 7) in Accounting or Finance. A minimum 5 years' experience at a middle management level (Deputy Director) obtained in a training and development environment, knowledge of the South African Institute of Chartered Accountants (SAICA) training regulations, successful completion of the Nyukela Public Service Senior Management Leadership Programme as endorsed by the National School of Government available as an online course on https://www.thensg.gov.za/training-course/sms-pre-entry-programme/ , prior to finalisation of an appointment.
<u>DUTIES</u>	:	Some key outputs include:- CAA Project Management: Develop and implement the CAA marketing strategy in conjunction with Communications Unit pertaining to universities and other stakeholders, Develop a CAA training strategy for National Treasury and other participating government institutions, Mobilise financial resources for funding of the CAA projects in compliance with relevant legislations and other prescripts, Provide updates on strategic

interventions to the Director-General and the Minister regarding the CAA programme, Provide guidance on the management of the Training Contract Management Systems from inception to exit in compliance with SAICA reviews and reporting. CAA Coordination: Develop processes and procedures in the co-ordination of trainee/ mentor/ supervisor/ assessor engagement in the development of chartered accountants, Provide strategic guidance on relationship building and impact of engagements with tertiary institutions, internal stakeholders, SAICA, and other government departments, including State-Owned Entities (SOEs), Provide guidance and support to stakeholders in the accreditation application process as part of the CAA programme, Provide inputs and guidance on policy coordination with stakeholders on CAA policy reform matters. CAA Policy Development and Implementation: Monitor the implementation of CAA policy for compliance with processes and procedures, Initiate the implementation of CAA competency framework as prescribed by SAICA, Develop a CAA marketing strategy in conjunction with Communications Chief Directorate, Recommend an absorption strategy for CAA candidates post training with participating institutions, Develop the CAA Employment Agreement based on researched industry's best practices in consultation with SAICA, and internal stakeholders, Develop a Memoranda of Understanding (MOU) with institutions that are part of the trainees' secondment programme/devolved sites. Monitoring and Evaluation: Assess implementation of training programme within National Treasury, Review the effectiveness of each secondment partner and provide alternative solutions for developmental purposes. Stakeholder Management and Advisory Services: Establish and maintain relationships with other departments and SOEs to strengthen the CAA secondment opportunities and proposed trainee absorption, post training, Develop a framework for managing relationship with the regulatory body to ensure continuous CAA compliance with SAICA, Develop a stakeholder management framework for universities, service providers, secondment partners, primary sites, provincial treasuries, national and provincial departments, and State-Owned Entities. Financial Management Capacity Building: Contribute to the development of Public Financial Management talent pipeline framework for the whole of government, Contribute on the development of Public Financial Management professionalisation framework.

**ENQUIRIES
APPLICATIONS**

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POST 21/80

: **DIRECTOR: SOUTHERN AFRICAN CUSTOMS UNION (SACU) REF NO: S049/2023**
Division: International and Regional Economic Policy (IREP)
Purpose: To manage South Africa's institutional working relations with SACU and developing the enhancement of bilateral agreements between South Africa and SACU Member States.

**SALARY
CENTRE
REQUIREMENTS**

: R1 162 200 per annum, (all-inclusive remuneration package)
: Pretoria
: A Grade 12 is required coupled with a minimum Bachelor's Degree (equivalent to an NQF Level 7) in any of the following disciplines: Economics or Political Science or International Relations or Development Studies. A minimum of 5 years' years' experience at a middle management level (Deputy Director) obtained within a development institution/ policy/ financial environment, Knowledge and experience of benchmarking and research with recognized international institutions, knowledge and experience of diplomatic processes, successful completion of the Nyukela Public Service SMS Pre-entry Programme National School of Government available as an online course on <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/>, prior to finalisation of an appointment.

DUTIES

: Some key outputs include:- Policy Analysis and Development: Formulate National Treasury's position paper on how South Africa should proceed with the future of SACU and ensure that it is aligned to South Africa's regional integration agenda, Develop and integrate inputs into Cabinet Memoranda on behalf of the National Treasury and coordinate the Inter-Ministerial Committee process, Identify risks and opportunities currently faced by SA in pursuit of its SACU objectives and proposed remedial solutions, Monitor and develop an in-depth profile of each SACU country's economy, Develop key policy positions within SACU member countries with a specific focus on finance and

development. Regional Development: Formulate SA's policy on the extension of credit lines and bilateral financial assistance to SACU countries, Assess the extent of existing institutional arrangements and assistance to attain regional integration (e.g. how can the CMA be used as a vehicle for regional integration), Formulate policy on co-operation with regional and global multilateral institutions on the development of SACU countries, Oversee the payment of all funds due to SACU countries, either through the current revenue sharing formula or through bilaterally, depending on Cabinet's decision on SACU. Stakeholder and Client Engagement: Inform National Treasury of views on SACU emanating from SA think-tanks, business and other non-state organisations, and organise knowledge-sharing events/seminars/conferences, if required, i.e. increase knowledge and facilitate co-ordination on SACU in the South African government and other finance stakeholders, Co-ordinate the National Treasury's task team on SACU and attend all SACU meetings that involve Ministries of Finance, Facilitate capacity building within SACU countries, Facilitate a dialogue between the South African Ministry of Finance and SACU Ministries of Finance at official and ministerial level, Co-ordinate visits and engagements with the SADC Secretariat and manage NT's participation in special projects with SACU countries. Develop SACU Cooperation: Improve South Africa's interests through negotiations within SACU and bilaterally with SACU countries, Manage the in-house publications on SACU projects.

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OTHER POSTS

POST 21/81 : **SENIOR ECONOMIST: FINANCIAL INCLUSION REF NO: S052/2023**
 Division: Tax and Financial Sector Policy (TFSP)
 Purpose: To develop and implement policy and legislation to promote National Treasury's mandate of inclusive finance policies that facilitating affordable access to financial services and products for Small, Medium and Micro Enterprises and the unbanked and underserved groups of the population.

SALARY : R958 824 per annum, (all-inclusive remuneration package)
CENTRE : Pretoria
REQUIREMENTS : A Grade 12 is required coupled with a minimum National Diploma (equivalent to NQF level 6) or a Bachelor's Degree (equivalent to NQF level 7) in Development Finance or Banking or Economics. A minimum 4 years' experience of which 2 years should be at Assistant Director level or equivalent obtained within a policy, research capacity environment, knowledge of the interface between financial inclusion, consumer financial education, market conduct and consumer financial protection, fintech and transformation of the financial sector, knowledge and experience of the broader policy analysis and dissemination of financial inclusion data; and knowledge and experience in policy development and implementation.

DUTIES : Some key outputs include:- Formulate Strategic Policy on Financial Inclusion: Develop and implement policy papers guiding government in its decision-making pertaining to financial inclusion, Initiate benchmarking exercises on policy trends and standards with recognised international institutions through the undertaking of peer reviews. Transformation of the financial sector: Participate in the Financial Sector Transformation Council, Assist with initiatives of the National Treasury on stakeholder forums relating to transformation of the of the financial services sector. Monitor Financial Access: Develop a monitoring system to measure progress on financial access through the utilisation of appropriate indicators for financial inclusion, Develop and maintain a database of information and tool to monitor progress on financial access, Publish and disseminate information on financial access through inclusion within the annual report on financial access indicators within National Treasury. International Multilateral Process on Financial Inclusion: Provide inputs for a broad South African government opinion on multilateral initiatives for financial inclusion such as the G20, OECD, SADC, IMF, and World Bank reports on financial access, Contribute to the policy dialogue on financial inclusion issues in Regional Member Countries, at both policy and technical level.

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POST 21/82 : **DEPUTY DIRECTOR: SCM EDUCATION, TRAINING AND DEVELOPMENT
REF NO: S057/2023**
Division: Office of The Accountant-General (OAG)
Purpose: To coordinate the development, implementation of frameworks, guidelines, and standards for SCM education, training and development.

**SALARY
CENTRE
REQUIREMENTS** : R811 560 per annum, (all-inclusive remuneration package)
: Pretoria
: A Grade 12 is required coupled with a National Diploma (equivalent to an NQF Level 6) or a Bachelor's Degree (equivalent to an NQF Level 7) in any of the following disciplines: Supply Chain Management or Procurement or Logistics or Commerce. A minimum 4 years' experience of which 2 years should be at an Assistant Director level or equivalent obtained in SCM ETD development and implementation, knowledge of the public sector training and development/ human resource management framework; and knowledge and experience of the SCM environment and the educational framework within the public service.

DUTIES : Some key outputs include:- Policy Development: Assist with the coordination of SCM ETD development and implementation of frameworks, as depicted: SCM Integrated Learning Matrix; SCM learning curriculum; SCM educational qualifications; SCM training solutions; Coordinate the development of a SCM ETD quality assurance framework, which include: ETD technical QA review, ETD monitoring and evaluation, Coordinate the development of policy, norms, standards, frameworks and guidelines for SCM ETD, Assist with the development of SCM-related frameworks, guidelines and standards in alignment with legislative and other policy requirements. Implement SCM ETD. Development and Delivery Framework: Coordinate and assist with ETD marketing and communication, Assist with SCM ETD development and implementation, Conduct SCM related formal and informal training, Monitor and evaluate the development and delivery of SCM ETD services, Assess cost, impact and return on investment through ETD reporting and SCM training needs analysis. Research and Development: Initiate research on best practice with regard to SCM ETD development and implementation. Propose alternative SCM ETD development and Utilisation: Define data delivery solutions, Assist with the advancement of SCM through reforms, good practice and benchmarking, Monitor and evaluate the progress and impact of the SCM ETD development and implementation. Stakeholder Engagement: Engage stakeholders and coordinate the implementation of SCM ETD development, Coordinate the governance of SCM ETD development and implementation.

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POST 21/83 : **INFRASTRUCTURE AND NETWORK MANAGER REF NO: S045/2023**
Division: Corporate Services (CS)
Purpose: To maintain and support the organisation's ICT infrastructure and networks providing a stable, secure, reliable, and cost-effective infrastructure environment.

**SALARY
CENTRE
REQUIREMENTS** : R811 560 per annum, (all-inclusive remuneration package)
: Pretoria
: A Grade 12 is required coupled with a minimum National Diploma (equivalent to an NQF level 6) or a Bachelor's Degree (equivalent to an NQF level 7) in Information Technology and the following attributes will be an added advantage: ITIL certification (Minimum Foundation Certificate) or COBIT certification (Minimum Foundation Certificate) Microsoft Certification. A minimum 4 years' experience of which 2 years should be on an Assistant Director level or equivalent obtained in Information Technology, knowledge of technology infrastructure, LAN, and WAN infrastructures and applications. Knowledge of the following equipment and systems: Dell, CISCO/Huawei, Checkpoint, Microsoft Applications – AD, AZURE, SharePoint, O365, Exchange, FTP Services. MS Server OS, SQL, SCOMS, SCCM, Microsoft Endpoint Manager, Desktop OS, communications solutions, security components, VMware, Data Storage Solutions, knowledge of project management methodologies and tools.

<u>DUTIES</u>	:	Some key outputs include:- ICT Service Delivery Support: Analyse the operational service requirements of the National Treasury for improvement, Assess the status quo and advise on technology advancements for implementation, Prepare service delivery objectives of the infrastructure and networks requirements for execution, Define service delivery standards for the efficient operations of business. Governance: Provide input for the review of operational policy, procedures, and standards of ICT, Respond to audit and risk queries and findings for improvements in business, Implement remedial solutions to Infrastructure and networks maintenance gaps and challenges for a reliable ICT environment. ICT Client Support: Render a support service to clients on incident resolutions in business, Implement guidelines on problem solving procedures in business, Solve infrastructure and networks maintenance related operations according to internal processes and procedures, Monitor and evaluate performance and compliance issues of infrastructure and networks, Analyse performance and compliance related issues pertaining to infrastructure and networks based on feedback from internal stakeholders. Acquisition and implementation of ICT Systems: Define functional and technical specifications based on business requirements, Compile implementation and test plans for business, Develop an integrated solutions baseline on specified and plans specifications, Record all operationalize solutions to assist stakeholders.
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<u>POST 21/84</u>	:	<u>ASSISTANT DIRECTOR: STRATEGIC PROCUREMENT REF NO: S050/2023</u> Office of the Chief Procurement Officer (OCPO) Purpose: To provide strategic procurement support services to improve the performance and efficiency of the State procurement system including value for money and leveraged benefits.
<u>SALARY CENTRE REQUIREMENTS</u>	:	R527 298 per annum, (remuneration package benefits exclusive)
	:	Pretoria
	:	A Grade 12 is required coupled with a minimum National Diploma (equivalent to an NQF level 6) or a Bachelor's Degree (equivalent to an NQF level 7) in Supply Chain Management or Logistics or Purchasing or Commerce. A minimum 3 years' experience obtained in the Supply Chain Management environment, knowledge of strategic procurement, knowledge of the broader public service SCM legislative framework, experience of data gathering and analysis, knowledge of project management.
<u>DUTIES</u>	:	Some key outputs include:- Strategy and Policy: Contribute to the design, development and maintenance of a strategic procurement framework including: national guidelines, processes and standards for strategic procurement, a strategic procurement monitoring and evaluation system, Assist with the dissemination of the strategic procurement framework of government, Provide input into the development of strategic procurement-related government policy, norms, standards, frameworks and guidelines. Stakeholder Engagement: Engage stakeholders and facilitate and coordinate the development and implementation of strategic procurement strategies and plans, Engage with public sector-specific strategic and external partners to support the development and implementation of strategic procurement strategies and plans. Products and Services Management: Collaborate on the design and development of strategic procurement strategies for government department-specific products and services, Contribute to and assist with the design and development of strategic procurement strategies for universal products and services across government spheres, Assist with the design and development of strategic procurement work plans for client engagement, monitoring and evaluation, Perform and manage analyses on commodity spend, market and industry, suppliers, specification and demand, total cost of ownership and any other matter as may be required. Service Delivery: Assist with the scoping and analysis of demand management plans, budget documents, procurement plans, Auditor-General (AG) reports, and grant allocations annually, as required, Analyse information sources for the identification of key strategic procurement project opportunities for targeting based on: the importance of the commodity/ service to achieve service delivery and the complexity of the supply market, Contribute to the identification and

recommendation of new and alternative solutions to strategic procurement services, Contribute to the client environment and strategic procurement-related reports and diagnostics, Conduct research, and contribute to the development and proposal of strategic procurement solutions for identified strategic procurement projects (client centric / commodity centric) including: strategic procurement best- practices, strategic procurement spend analysis and research, strategic procurement recommendations and strategic procurement recommendations facilitation and implementation.

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POST 21/85 : **ECONOMIST: SECONDARY SECTOR REF NO: S048/2023**
Economic Policy
Purpose: To assist in the monitoring and evaluation of economic developments in the real economy, including the analysis of policy proposals made by key stakeholders (e.g. other government departments).

SALARY : R527 298 per annum, (remuneration package benefits exclusive)
CENTRE : Pretoria
REQUIREMENTS : A Grade 12 is required coupled with a minimum National Diploma (equivalent to an NQF 6) or a Bachelor's Degree (equivalent to an NQF 7) in Economics or Econometrics or Finance or Statistics or Business Science or Data Science or Accounting or Mathematics. A minimum 3 years' experience obtained in policy analysis/ economic environment, knowledge and experience of applied economics.

DUTIES : Some key outputs include:- Sector Analysis: Assist in the production of reports on developments in the real economy or and implications for the economy, Assist in the research and analysis of factors that drive growth in the real economy, Assist in the drafting of speaking & briefing notes, memos and speeches for the Deputy-Director-General, Director-General, Deputy Minister and Minister, Assist in developing National Treasury positions on real economy and related policy issues. Policy Advice: Assist in the preparation of briefing notes and memos to the Deputy- Director- General, Director-General, Deputy Minister and Minister on various real economy and related policy issues, Assist in the compilation of National Treasury policy discussion documents for consultation with stakeholders, Provide support to engagements with stakeholders on policy and related issues impacting the real economy. Data Development: Assist in the maintenance of databases of various indicators to assist in economic analysis, Assist with the compilation of databases required for the effective monitoring of sectoral developments. Budget & MTBPS: Provide inputs into Chapter 2 of Budget Review and MTBPS sector analysis, updates, tables, charts, Assist with number checking and proof reading of Budget Chapters.

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POST 21/86 : **BUSINESS ANALYST: ENTERPRISE ARCHITECTURE AND ACQUISITION REF NO: S044/2023**
Corporate Services
Purpose: To analyse the business requirements of the National Treasury in conjunction with stakeholders acquired relevant information for implementation and maintenance of applications and systems as required.

SALARY : R424 104 per annum, (remuneration package benefits exclusive)
CENTRE : Pretoria
REQUIREMENTS : A Grade 12 is required coupled with a minimum National Diploma (equivalent to NQF level 6) or a Bachelor's Degree (equivalent to NQF level 7) in Information Technology or Business Administration. A minimum 3 years' experience obtained within the fields of Business or a systems analysis environment, knowledge and experience of the following ICT disciplines: Enterprise Architecture, Business Analysis and System Development Lifecycle, Knowledge and experience in the utilisation of the Unified Modelling Language (UML), Business Process Model and Notation (BPMN), and the Integrated Definition Language (IDEF0) standards, Cobit5, and Togaf9.

<u>DUTIES</u>	:	Some key outputs include:- Governance and Business Architecture: Review the current Business Architecture Baseline for the National Treasury, Analyse the Business and Architectural Baseline Gaps for modifications and solutioning, Define the Application Architecture Gap Analysis and Identified Applications, and Business Solutions, Compile and review the Corporate Governance of ICT and make recommendation, Assist with enterprise architecture and acquisition monitoring and reporting, Assist with the alignment of ICT standards and procedure to COBIT5 Framework. Business and Systems Analysis: Track and manage applications conformance and support, Assist with the development of user requirements and functional specifications, Assist with the preparation of a business case for Identified projects in conjunction with stakeholders, Provide solutions for implementation in alignment with business case and requirements, Review implementation and propose adjustments where necessary. Enable Operation and Use: Implement the targeted Application Architecture Baseline within business, Assist with the execution of quality assurance and test plans for modification. Project Management: Assist with the planning, execution and completing of projects within agreed timeframe, Assist with the achievements of key milestones during the project life cycle, Assist with the implementation and attainment of proper project governance, Report on achievements, risks in accordance with agreed timelines and engage relevant stakeholders.
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<u>POST 21/87</u>	:	<u>ASSISTANT DIRECTOR: FACILITIES MANAGEMENT REF NO: S043/2023</u> Corporate Services Purpose: To provide a conducive environment to all National Treasury employees in the provision of building maintenance, space planning, project management and Occupational Health and Safety.
<u>SALARY CENTRE REQUIREMENTS</u>	:	R424 104 per annum, (remuneration package benefits exclusive)
	:	Pretoria
	:	A Grade 12 is required coupled with a minimum National Diploma (NQF6)/ Bachelor's Degree (NQF 7) in Facilities/ Property Management/ Built Environment/ Public Administration/ Electrical Engineering, an Electrical certification will be an added advantage. A minimum 3 years' experience 'obtained in office space planning and building maintenance is required; and a broad understanding of the government's framework on property management, including maintenance management.
<u>DUTIES</u>	:	Some key outputs include:- Operations: Implement structures that would oversee the correct facilities and equipment for optimal maintenance of the National Treasury buildings, Assist in identifying and managing operational and maintenance requirements, including the oversight over repairs and fittings of equipment in the building, Maintain a schedule of maintenance works required for the buildings including preventative maintenance and testing of building systems (eg: fire, alarms, generator testing, etc.) , Implement corrective facility measures in compliance with the Occupational Health and Safety Act of 1993, Initiate inspections on public areas, conference rooms and offices to conform to neatness and health control on cleanliness and appearance, Facilitate the set measurements for the environment, health and safety to comply with set government regulations, Maintain a schedule of maintenance works required for preventative maintenance and testing of building systems (eg: fire, alarms, generator testing, etc). Space Planning and Accommodation: Update floor plans and drawings continuously and propose amendments, Liaise with service provider during the developmental phase until sign-off on layout, Administer the uninterrupted removal of building debris by the local municipality and landlord. Governance: Develop internal norms and standards that warrant equipment, courier services, mail, furniture, cleaning products & general services and upholstery are procured as determined through the normal government procurement procedures, Provide advice and inputs during the initial stages of general tender requirements compilation, Assist in with the monitoring of service-level agreements with contractors and suppliers, Assist with the procure required items for sourcing, request quotations, orders, and initiate the processing of payments. General Office Administration: Generate reports for management information, Prepare spending trends and analysis for execution of the facilities operations budget and expenditure, Provide reports

on facilities relating to operational challenges and other issues, Liaise with clients directly on seating and space planning issues. Customer Relations: Monitor HEAT statistics and calls received for corrective actions, Attend to complaints and through the normal resolution mechanisms, Provide a platform to deal with customer related queries, resolution of problems and office space related requirements, Implement initiatives for the prompt resolution of a customer's complaint.

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POST 21/88 : **DESKTOP SUPPORT TECHNICIAN REF NO: S050/2023**
Corporate Services
Purpose: To provide a customer support service to the National Treasury for user of IT services, handles incidents and service requests that interface with business demands.

SALARY : R424 104 per annum, (remuneration package benefits exclusive)
CENTRE : Pretoria
REQUIREMENTS : A Grade 12 is required coupled with a minimum National Diploma (equivalent to an NQF level 6) or a Bachelor's Degree (equivalent to an NQF level 7) in Information Technology, an ITIL foundation certification with MCP/MCSE/ A+ will be an added advantage. A minimum 3 years' experience is required obtained in an Information Technology environment, knowledge of databases and the initiation of amendments to the status of customers, and knowledge in comprehending, absorbing, and capturing the interpretation of basic information for implementation.

DUTIES : Some key outputs include:- Customer Service: Provide a customer support service to the National Treasury in support of their processes, Initiate actions that will improve service delivery and customer satisfaction, Follow up surveys completed by customers and evaluate randomly selected logged calls, Evaluate calls to determine the root cause of the customer's problem in meeting the demands of requests, Provide personalized customer support service to all internal clients. Customer Engagement: Sensitize internal clients of major incidents or risks of that might affect the ICT operations, Engage users concerning open calls (service requests and incidents) and quote the HEAT call number as reference, Escalate priority cases or incidents to the infrastructure and network business units for solution-based outcome, Inform clients and engage on escalated issues that have a bearing on the operational effectiveness of ICT. Liaise with customers on logging calls: Log all incidents and service requests through the Service Desk tool (HEAT), Route, track and escalate calls where discrepancies exist against SLA and perform trend analysis for feedback reports, Finalise new user requests for integration on the system and perform account terminations, Perform research of Q&As utilising available information and resources to assist in resolving incidents promptly, Provide feedback reports on the performance of IT emanated from the registered call centre information. Update Calls: Provide information to assist 1st and 2nd line support in resolving escalated calls and update calls in real-time to ensure information is up to date, Update calls with HEAT journal entries where additional information or call history needs to be recorded, Provide a comprehensive performance report on Heat call managed through the call centre.

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