



[Astute Resourcing](#) specialises in managing the careers of mid, senior and executive aligned technology candidates into the banking and financial services industries. We cover in-house and 3rd party developed applications covering all asset classes from the front, middle and back office treasury functions. This includes Project, Business As Usual and Infrastructure technology functions.

We look for talented professionals with the right competencies and capabilities for the specific role profiles. Further we look for professionals recommended by colleagues and peers in the functions in which they work.

If you are a project manager, programme manager, project co-ordinator, developer, business analyst, developer, architect, database administrator, integration specialist or any other mid, senior or executive IT professional, please get in touch with us so that we may keep you informed of opportunities in the market as they arise.

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Portfolio Support Manager (x3)

Salary:
Depends on experience (R500-R800k p/a)
Location:
South Africa
City:
Johannesburg
Position type:
Permanent

Job Purpose:

The PMO is a project-management centre-of-excellence, supporting change initiatives throughout the Bank. It also acts as secretariat to the Global Change Committee and Local Project Oversight Committee, which governs change-related investments at an executive level within the organisation.

The Portfolio Support Manager is a partner to various business-areas, providing support, skills and expertise towards the definition and execution of projects, programmes & portfolios. It influences and monitors the quality of project-management capability, investment decision & project/programme delivery within the Bank and provides specific support to the assigned Portfolio Managers.

This entails:

People:

- Recruitment support of programme and project managers & coordinators
- Supporting various PM competency initiatives to ensure that the PM discipline delivers optimally
- Induction processes for new joiners
- Change management activities to support process or technology changes
- Relationship & stakeholder management with Portfolio Managers, Programme Managers, IT Managers and Business Managers

Projects, Programmes & Portfolios:

- Facilitating prioritisation, planning and budgeting processes of business portfolios where required
- Monitoring & reporting of project/programme/ Portfolio quality and performance
- Collaborating with Programme & Project Managers in the rescue of Projects in jeopardy
- Monitoring that governance is applied throughout the project/programme delivery process in accordance with agreed PMO standards
- Advising on structure, composition and delivery models of programmes
- Continuous refinement of practices and processes within the Integrated PMO

Key Result Areas:

- Supply the needed MIS to assist Portfolio Managers to requirements around portfolio, programme and project performance
- Alignment of projects/programmes/portfolio to prescribed governance & quality standards, business strategies & objectives
- Effective portfolio support, planning and budgeting
- Ensure Stakeholder satisfaction through meaningful engagement
- Efficient & effective project-management practices, processes & Standards monitoring
- The Bank's cultural fit (delivery through relationships)
- Ensure required governance forums are held and all necessary feedback provided to the central MIS area

Qualifications:

- Matric
- Project-management qualification and Prince2 accreditation
- B-Degree or NDip advantageous

Experience:

- Demonstrated, proven skills in the project management **(min 5 years)**

Skills & Competencies:

- Project management
- People management
- Performance Management
- Conflict Management / Resolution
- Relationship Management / Building
- Leadership and Coaching
- Project Quality focus
- Excellent Communication
- Service orientation
- Resilience and drive to continuously improve

Email carlo@astuteresourcing.com to apply

IT Project Managers

Salary:
R400k - R700K (depending on experience)
Location:
South Africa
City:
Johannesburg
Position type:
Contract and Permanent

The Project Manager is responsible for

The execution of one or more simultaneous projects, in accordance with PMO policies, procedures and standards.

Key result areas:

The following are key result areas for the Project Manager:

- Delivery of projects according to baseline plan (scope, cost, time and quality).
- The identification, analysis, logging and tracking of project issues and risks.
- The establishment and management of Customer and Business expectations.
- The creation of a motivated and productive team of project resources
- The provision of clear direction and feedback to project team.
- Ensure effective usage and governance of Bank's Quality Management System.

Qualifications

- B Degree – preferably related to Financial Services / IT
- A Project Management certification. Prince 2 certification

Experience

- Demonstrated, proven skills in project management.
- Demonstrated, proven skill in the management of a team of professional resources.
- 5 years current experience

Core competencies:

Technical Competencies

- Prince 2 Microsoft Project
- Enterprise Project Management

Interpersonal / Personal Competencies

- Leadership
- Relationship Management
- Team-orientation
- Communication Customer Service

- Delivery-orientation
- Problem-solving
- Integrity
- Resilience and Drive
- Innovation and Resourcefulness

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Front Office Business Support and Development Analysts

Great opportunity for junior and mid level IT professionals to gain fantastic exposure to a Global Markets business covering most asset classes (FX, Equities, Bonds) using cutting edge technology.

Purpose of job:

The purpose of the job is to perform the role of a Business Support and Development analyst for trading systems used within the Bank's Global Markets environment. The Bank uses both in-house and vendor solutions in our Treasury. They develop large, complex systems for financial derivative trading that facilitate the execution of trades and the calculation of financial risk. Customer interaction is mandatory in ensuring that support and the implementation of enhancements are carried out timeously.

Key result areas:

- Develop/configure front-end and back-end portions of trading/risk management systems to be used by traders on the financial markets (Interest Rate Derivatives, Credit Derivatives, Equity Derivatives, Foreign Exchange Derivatives, Fixed Income, Foreign Exchange, Commodities, Structured products);
- Participate in the rapid development of front end pricing and risk tools for market making activities;
 - Implement reports for MIS and for trading decision support
 - Participate in the development of integration solutions and other infrastructure projects;
 - Provide first level and second level support for trading systems including the resolution of analytical queries;
 - Become an expert in at least one area of financial trading, in order to facilitate appropriate IT solutions;
 - Utilise strong inter-personal/communication skills to ensure that an acceptable level of service is delivered to customers
 - Ability to work in a high pressured environment

Requirements:

- Qualifications: Any relevant tertiary qualification in Finance or Information Technology. Mathematics would be advantageous
- Experience:
 - Must have worked in a Global markets trading environment and have good understanding of products in the South African market
 - Must have experience with the configuration and maintenance of trading systems
 - Must understand market data concepts as well as pricing concepts
 - Derivatives exposure would be beneficial
 - Exposure to exchange traded systems and market data providers
- Core competencies: Technical Competencies
 - UNIX / Scripting
 - Database / SQL (Queries and DDL)

 - XML / XSL Transformations
 - Java development
 - Market data curves and conventions
 - Pricing calculations and application

- Understanding of option analytics
- Strong problem solving ability
-
- Interpersonal / Personal Competencies
 - Leadership
 - Relationship Management
 - Team-orientation
 - Communication
 - Customer Service
 - Delivery-orientation
 - Problem-solving
 - Integrity
 - Resilience and Drive
 - Innovation and Resourcefulness

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Junior Java Developer

Salary:
Depends on experience
Location:
South Africa
City:
Johannesburg
Position type:
Contract

Purpose of job

- Collaboratively working with diverse business units in order to develop, implement and maintain a new online Banking system.
- Principal accountabilities/kra's
- Working with business analyst and senior developers to understanding business and technical requirements in order to develop desired deliverables.
- Assist project manager manage deliverables by assisting senior developers with time estimates and providing regular feedback on progress, etc..
- Complying to the solution development life cycle
- Assist test team with testing efforts and timely defect resolution

Qualifications

- BSc Computer Science or BEng (Electronic or Software Engineering).
- Relevant diploma qualifications will be considered as well.

Experience

- Minimum of 2 years experience in software development, utilizing technologies as listed under Essential competencies.

Knowledge

- Essential competencies:
 - o Web development skills: HTML, XML, Java scripting, JSP, Struts or other Web frameworks
 - o J2EE skills: EJB's, J2EE/three-tier architectures, Advance Java skills, Servlets, EJBs
 - o Database skills: Database design, SQL development, JDBC, Hibernate
 - o System skills: J2EE application servers (IBM Websphere), web servers, Unix OS, Maven , XDoclet
 - o Internet and networking: Internet protocols, IP networking, firewalls, proxy servers
 - o Java Swing
 - o Good understanding of version control.
- Preferable competencies:
 - o Integration skills: Messaging, queuing, mainframe integration, EntireX
 - o JAAS an advantage
 - o IBM Websphere Application Server an advantage
 - o LDAP

- o CORBA
- o IBM WebSphere Process Server an advantage
- o Subversion experience a plus

Additional Information

- Ability to interpret business and technical requirements
- Effective written and verbal communication at all levels of staff
- Team player
- Self-starter
- Able to work in a projects driven environment
- Able to work flexible hours when necessary if required (may include weekends)
- Ability to meet tight deadlines
- Ability to learn fast
- Ability to work with little supervision
- High stress tolerance
- Must be creative, investigative, practical/pragmatic, insightful, tolerant of ambiguity, willing to backtrack, seek multiple solutions and good at working at an abstract level.

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Senior Java Developer

Salary:
Market related
Location:
South Africa
City:
Johannesburg
Position type:
Contract

Purpose of job

Collaboratively working with diverse business units in order to designing, developing, implement and maintain a new online banking system.

Principal accountabilities/kra's

- Working with business/business analyst to understanding business and functional requirement in order to produce a feasible technical requirements document
- Assist project manager to plan and manage deliverables by: providing estimates, identify and manage technical risks, gather feedback on progress, etc..
- Active participation in architectural/design discussion in order to develop best fit solutions.
- Coordination and review of the software development team including, knowledge transfer, design reviews, code reviews, etc.
- Complying to the solution development life cycle as well as shaping the SDLC
- Assist test team with testing efforts and timely defect resolution
- Assist release management team to ensure successful deployment of deliverables into production.
- Mentor and train junior developers.

Qualifications

- BSc Computer Science or BEng (Electronic or Software Engineering).

Relevant diploma qualifications will be considered as well.

Experience

- Minimum of 5 years experience in software development, utilizing technologies as listed under Essential competencies.
- Minimum of 2 years experience in Web/J2EE-based system and software design

Knowledge

- Essential competencies:
 - o Web development skills: HTML, XML, Java scripting, JSP, Struts or other Web frameworks
 - o J2EE skills: EJB's, J2EE/three-tier architectures, Advance Java skills, Servlets, EJBs
 - o Database skills: Database design, SQL development, JDBC, Hibernate
 - o Documentation skills: Must have the ability to compile clear and concise design documentation
 - o System skills: J2EE application servers (IBM Websphere), web servers, Unix OS, Maven ,

XDoclet

- o Design skills: UML/OO modeling, Design Patterns, Architecture Patterns
- o Internet and networking: Internet protocols, IP networking, firewalls, proxy servers
- o Java Swing
- o Good understanding of version control.
- Preferable competencies:
- o Integration skills: Messaging, queuing, mainframe integration, EntireX
- o JAAS an advantage
- o IBM Websphere Application Server an advantage
- o LDAP
- o CORBA
- o IBM WebSphere Process Server an advantage
- o Subversion experience a plus

Additional Information

- Ability to interpret business requirement into technical requirements
- Effective written and verbal communication at all levels of staff
- Team player
- Self-starter
- Able to work in a projects driven environment
- Able to work flexible hours when necessary if required (may include weekends)
- Ability to meet tight deadlines
- Ability to learn fast
- Ability to work with little or no supervision
- High stress tolerance
- Must be creative, investigative, practical/pragmatic, insightful, tolerant of ambiguity, willing to backtrack, seek multiple solutions and good at working at an abstract level.

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Head of Software Development

Salary:
R1m - R1.5m depends on experience
Location:
South Africa
City:
Johannesburg, CBD
Position type:
Permanent

GENERAL DESCRIPTION/ JOB PURPOSE

The Software Development Manager role requires s/he to plan, direct and coordinate the Development environment within IT and has to ensure delivery to stakeholders.

This role encompasses management of a large team, project / programme management, delivery management and management of key relationships.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Software Development Manager holds the following responsibilities and accountabilities:

- Accountable and Responsible for overall performance of IT Product Delivery for one of the Bank's global Businesses. In essence this means full accountability for the Software Development Lifecycle, i.e. requirements elicitation, design, construction, testing and deployment for a range of transactional banking products.
- Managing systemic risks, issues and interdependencies and their impact on the various Programmes of Work
- Line Management of > 100 employees, contractors, and offshore partners in various locations.
- Ensuring that all delivery commitments are met
- Financial and Resourcing Estimates
- Establishment of Software Engineering Policies and Procedures and delivery strategies, with the aim of increasing development throughput.
- Ensures financial performance (actuals)
- Ensures employee and stakeholder satisfaction
- Manages cost base and expertise

DESIRED QUALIFICATIONS AND EXPERIENCE

- A post graduate degree (IT / Computer Science / Engineering)
- 10+ years experience, preferably within a transactional Banking environment or broad financial services

PERSONAL ATTRIBUTES

- Strong conflict management skills
- Ability to motivate people

- Ability to make difficult decisions whilst ensuring comfort of all stakeholders
- Big picture thinking
- Relationship and stakeholder management ability
- Being objective
- On balance should be analytical without sacrificing empathy.

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Various Roles for IT Business Analysts

Purpose of job:

Analysis and design of business driven technology solutions for the Global Transactional Banking business unit, resulting in models, workflow, processes and functional specifications for delivery to the IT development team for implementation. The analyst may contribute to the production of design and test specifications and the configuration of solutions. The deliverables produced will be for both the business and IT.

May be required to assume an analyst lead role, assisting with the co-ordination of the day to day activities of a team of analysts.

Key result areas:

- Business Case Development
- Business Process Mapping
- Business Process reengineering
- User requirement specifications
- Conducting JAD sessions and Interviews
- Business and data models
- Functional use-cases
- Interface / Screen design
- UML
- Quality deliverables
- Successful transfer of product requirements to system architects, project manager, developers and test analysts
- Team work

Number of subordinates: None. Although may grow to perform the role of lead analyst.

Requirements:

Qualifications:

- Bcom Finance / Bcom info tech / BSc Eng Elec / BSc Comp Sci

Experience:

- Knowledge and experience with the financial services industry is advantageous, especially experience within Corporate and Business banking, Cash Management, Trade Finance, Online platforms
- Good understanding of the system development life cycle
- Experience with software development methodologies
- Worked in a multi-project environment

- Exposure to UML highly advantageous
- Previously held an analyst lead role highly advantageous
- Understanding of product usability and interface design

- Understanding of databases
- Running JAD sessions
- **5-7 years Business analysis experience**

Special skills/Competencies:

- Good communication skills (verbal and written)
 - Interpersonal Skills
 - Presentation Skills
 - Analytical Thinking
 - “Can do” problem solving approach to challenges
 - Able to manage conflict
 - High energy levels
 - Process management orientation
 - Facilitation skills
 - Attention to detail and methodical
 - Self motivated
 - Assertive
 - Customer service oriented
 - Self confidence
 - Ability to conceptualise solutions
- Exposure to quality assurance programs
Understanding of best practices
A sound business/industry understanding of financial services
Applicant should enjoy working in a team environment and be prepared to share knowledge with other team members.

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Quality and Governance Manager

Salary:
Up to R800k p/a
Location:
South Africa
City:
Johannesburg
Position type:
Permanent

The Quality Manager is responsible for

Ensuring that the product being delivered to the organisation is fit for purpose and meets both external and internal requirements, including legal compliance and customer expectations.

Key responsibilities

The following are key result areas/responsibilities for the Quality Manager

- Manage, articulate and provide guidance/direction to the PMO on items affecting project quality.
- Formulate and implement project quality strategies in alignment with the PMO's quality strategy.
- Development of quality strategies for Portfolio, Programme and Project Management, Continuous improvement in service and process efficiency.
- Ensure adherence to quality standards and metrics
- Project manage and schedule key quality related projects and initiatives ensuring timely execution and goal achievement.
- Integrate delivery with the BANK's requirements and promote synergy/consistency with other key stakeholders
- Development and implementation of new techniques and initiatives to enhance the Quality Management System
- Implement and ensure compliance to the quality requirements per the QMS.
- Promote a good quality system including documentation, quality standard, traceability, etc.
- Perform effective quality improvement through project reviews and audits
- Promote a good internal quality control including incoming, in process and outgoing quality.
- Compile and analyze operational, test and validation data to establish technical specifications and performance standards for newly designed or modified products and processes.
- Develop the other PMO Delivery Support staff on new quality initiatives and assist in the understanding and rollout of quality initiatives across the PMO.
- Support organisational change ensuring appropriate systems of performance and development, communication, quality measures, monitoring and review are in place as defined in the QMS' change guidelines.
- Demonstrate, through management style, respect for the core values and a commitment to teamwork, communication and relationships that we foster in BANK.
- Participate as a key member of the departmental staff team contributing to the overall effectiveness of the PMO success as a result of quality standards.

Requirements

Qualifications and Experience

- Experienced Quality Officer with a minimum B Tech (analytical) or an equivalent
- Demonstrated, proven skills in the project management field.
- At least 3 years quality management experience in a project office
- The ability to troubleshoot and pro-actively solve problems
- Computer literacy and competency in MS-Office suite
- Good written and oral communication skills
- Attention to detail and the ability to work accurately and well under pressure
- Good interpersonal skills and must be able to work well in a team and independently

Core competencies

Technical Competencies

- Prince 2MSP
- Microsoft Project Enterprise
- Project Management

Interpersonal / Personal Competencies

- Leadership
- Relationship Management
- Team-orientation
- Communication
- Customer Service
- Delivery-orientation
- Problem-solving
- Integrity
- Resilience and Drive
- Innovation and Resourcefulness

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Trading System Analyst / Programmer

Salary:
Negotiable
Location:
South Africa
City:
Johannesburg
Position type:
Contract

Purpose of job:

To understand and develop solutions to outages and business requirements on a Trading Application for Derivatives processing.

Will need to acquire an in depth understanding of new requirements from business that will result in enhancements to the system as well as configure and integrate the Trading system to support Back Office processing for Derivative Trading.

Also need to support the Bank's Business As Usual initiatives and assist with queries raised by business.

Key result areas:

- Obtain a detailed understanding of the Trading systems
- Good understanding of financial markets, more specifically trading book products
- Obtain a high level understanding of the systems that interface with the Trading System.
- Deliver high-quality solutions to ensure a high change success rate.
- Analysis & workflow design for new business requirements
- Investigate, troubleshoot and devise solutions to production issues.
- Provide user support and consult to business.
- Ensure that priority 1 incidents have a temporary solution and are subsequently permanently resolved.
- Root cause resolution is to be identified for outages.
Be involved in the testing of production and development issues. This would involve code QA as well as writing unit tests, being involved in regression testing and ownership of defects as they occur.
- Proactively bring relevant technical issues to the attention of Management
- Ensure compliance with regard to the Business As Usual (operational) change control procedures.
- Work well in a team

Requirements:

Qualifications:

- Relevant degree would be a recommendation.

Experience:

- Trading Application or XSL,XSLT,SQL experience highly advantageous, although not mandatory
- Financial Markets /financial systems experience

Special skills/Competencies:

- An investigative mind and a confident, energetic personality
- The ability to work under pressure.
- Must be detail oriented and able to perform root cause on issues
- Take ownership and develop preventative measures to outages experienced/ incident resolution.
- Be able to work individually and in a team.
- Willingness to deal with queries and after hours support
- Ability to interact with business users and help formulate solutions

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Process Engineer

Salary:
Above Market remuneration
Location:
South Africa
City:
Sandton, Johannesburg
Position type:
Contract

Purpose of the job

To ensure effective and efficient business value streams and optimal integration of processes, people and technology by interactively analysing, researching, designing, recommending and implementing innovative and cost efficient business processes. To ensure operational excellence and optimisation of total operational spend regarding the business unit and/or cluster budget, by focusing on opportunities across all value chains and across the Group.

Responsibilities

Process Optimisation and Design

- Conduct business process improvement initiatives aimed at improving efficiencies and effectiveness of operations, by liaising and advising managers.
- Identify the scope (core and sub-processes) and life cycle of business processes within area of responsibility taking into account the Bank standards.
- Ensure that processes and procedures as well as system designs are integrated into a single business solution.
- Apply scientific principles and business inputs to refine and re-engineer as-is business process (as well as newly to be refined processes) into best scenario to-be processes to enhance customer experience and profitability.
- Provide input into to the documentation, formalisation and validation of the to-be concept and design proposals.
- Facilitate and integrate process designs, improvements and maintenance amongst role-players and effectively network with all stakeholders.
- Conduct pro-active detection of process bottle-necks and high level operational value chain.
- Promote the generic functionality and end-to-end value chain ownership rather than silo thinking and behaviours, i.e. by managers so that designs can be shared.
- Apply various applicable Industrial / Systems Engineering principles in process constraints and opportunity identifications, as well as Solutioning.
- Define process performance criteria and requirements in terms of time, cost, resources (people, systems, financials) etc.
- Proactively participate in business efficiency improvement forums and to play an active role in the change initiatives process, by assessing and recommending the feasibility of change request received.
- Act as coach to business (line managers) and other process custodians regarding process re-engineering and improvement methodologies and principles.
- Interact and network with own management team and other SBU process engineers (custodians) in order to ensure alignment and integration of operations.

Business Analysing

- Perform business impact analysis in liaison with line managers on any change that is imposed on the current operational environment
- Measure and baseline all current main value chains' performance and comparison of the to-be process performance.
- Provide and identify opportunities for optimisation improvements of operational cost base and where process methodologies can be applied.
- Apply basic and advanced methodologies to identify bottom line and economic profit enhancement opportunities, where it relates to cost efficiencies or income enhancements.

Project Management

- Coordinate and facilitate analysis, assessment and design workshops and initiatives to identify improvement opportunities.
- Manage and coordinate implementation efforts of enhancements and change initiatives. Ensure inputs are provided to changes are reflected on appropriate Bank supporting and training documentation.
- Ensure all projects and change initiatives impacting a single area are well co-ordinated and change impact is controlled.
- Deliver project objectives to achieve desired quality and impact, within time period planned and within approved Budget
- Business Alignment & Subject Matter Expert (SME) inputs
- Maintain interaction with business analysts, change agents as well as project managers to create synergies before / during / after process re-engineering and implementation.
- Interact and attend meetings and workshops to ensure that the major change and small enhancement initiatives impacts are pro-actively identified so that implementation can be coordinated.
- Ensure that promises to business are met and delivered, and highlight constraints for implementation time periods
- Identify impact of process changes on Job Descriptions of staff that executes work within the process.
- Test policy and procedural manuals, job aids, quick references and training material to ensure the logics and to ensure that the manuals support the changes.
- Provide input to training of users on development, improvements and enhancements to business processes.
- People Management (When Required)
- Oversee the activities of a team to ensure effective delivery of process design/engineering.
- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members.
- Determine and analyse development needs for the team and ensure that identified training requirements are budgeted for and executed.
- Establish and maintain a succession plan for the team.
- Interview and recruit new members of the team, including determining appropriate compensation levels with input from Human Resources.
- Create effective workforce and recruitment demand plans to ensure that current and future business requirements can be met. Plans should be revised at least twice a year.
- Review and update the department's organisation structure and role description on at least an annual basis to ensure that they are fit for purpose and contain all the accountabilities of each team member.

- Motivate to and obtain approval from the manger for any additional headcount for the team.
- Approve leave requests for team members and create leave plans to ensure adequate coverage.
- Motivate team members and ensure that their efforts are recognised.

Competencies

- Technical Knowledge
- Commercial Effectiveness
- Business Skills
- Personal & Interpersonal Skills
- Control Environment
- Management and Leadership

Knowledge and skills

- Extensive knowledge of Process re-engineering methodologies and Business Case formulation
- Ability to facilitate workshops and problem solving meetings
- High level of mathematic and statistical knowledge
- Knowledge of Project planning: timelines, scope and resources
- Executive level Reporting: utilising Excel and Power point
- Ability to relationship build, plan and organise
- Ability to do financial analysis of financial statements
- Non-linear programming(mathematical problem solving)
- Creating and innovating
- Writing and reporting
- Analysing
- Formulating strategies and concepts
- Adapting and responding to change
- Deciding and initiating action
- Formulating strategies and concepts
- Learning and researching
- Full end to end integration of Business Fulfilment Processes
- Workflow integration with process
- Maintenance Process Optimisation

Experience

- 3-5 years in process optimisation roles
- Scientific methodologies associated with efficiency improvements, i.e. queuing theories, BPR and Lean methodologies

Preferred:

- Ideally 1-2 financial services
- Lean or six-sigma experience

Education

- Minimum Matrc
- NQF Level 7: Honours/Masters Degree
- Project management: Prince II Practitioner
- Formally acknowledged qualification required: BTech / B Eng / Bsc:
- Industrial engineering preferable (or Mechanical, Electrical or Chemical will also be advantageous)
- MBA (preferred)

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Project Coordinators

Salary:

Depends on experience

Location:

South Africa

City:

Johannesburg, CBD

Position type:

Contract and Permanent

Job Purpose:

To co-ordinate the planning, management and oversight functions across one or more projects/programmes of work.

Responsibilities:

- Review individual project plans to assess whether all the project milestones have discrete, auditable deliverables, and engage with the appropriate Project Manager/s to address the potential shortcomings
- Review projects to ensure that all completed milestones have deliverables that correspond with the agreed scope, and are of a standard acceptable to the Project Manager, Project Owner/Sponsor and/or Programme Manager.
- Compile adhoc project reports
- Compile programme-level risk and issue schedules from individual project schedules, and follow up with Project Managers to ensure that regular updates are received from them.
- Co-ordinate the logistics of various project/programme related meetings.
- Oversee the filing of project documentation by Project Managers, including the backup of information, to ensure a consistent high standard
- Administer Project Sharepoint sites
- Process expense claims
- Assist the Project Manager in tracking all project expenses (actual vs budgeted)

Formal Learning Required:

- NQF Level 4: Grade 12 Matric
- Qualifications Required / Preferred
- Secretarial or office-administration qualification

Experience Required:

- 3 years general work experience
- 2 years administration experience
- Working with budgets
- Previous direct involvement with projects

Knowledge and Skills required

- Communication Skills - verbal and written
- Planning and Organising Skills
- Good interpersonal Skills
- Team Orientation
- Diary-management skills (MS Outlook)
- MS Office skills (Word, Powerpoint, Excel)
- Minute-taking skills
- Understanding of project management disciplines

COMPETENCIES

- Working with people
- Adapting and responding to change
- Adhering to principles and values
- Coping with pressure and setbacks
- Achieving personal work goals and objectives
- Following instructions and procedures
- Delivering results and meeting customer expectations

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Service Delivery Manager (x3)

Position Summary and Primary Objectives

Responsible for the service delivery management and services improvement in accordance with the customer Contract and SLA, resulting in high customer satisfaction.

The Service Delivery Manager will be responsible for managing the client's infrastructure, the resolution of technical issues and will be seen as a point of escalation for the customers of the company

Main Duties / Key Accountabilities

Contract Management

- Single service interface and point of escalation for client
- Identify and analyze contract delivery issues and convey to Contract Director
- Participate in audit compliance reviews and action appropriately
- Understand the contract life cycle
- SLA preparation and evaluation
- Assist Contract Director with the accuracy of contract billing
- Manage audit readiness relative to contract requirements
- Develop and maintain functional relationships between all Dimension Data delivery units and external business partners
- OLA (Operational Level Agreement) and UC (Underpinning Contract) negotiation, set-up and measurement

Service Levels Managements

- Ensure the Scope of service equals services delivered
- Manage Quality of service delivered
- Ensure SLAs are met and exceeded if no associated cost
- Analyze SLA measurements
- Third Party Management
- Compilation, validation, presentation of monthly SLA reports and Business Reviews
- Weekly Operational Service Meeting owner
- Assist in management and measurement of conformance to service level agreements

Management of Delivery Processes

- Facilitate problem resolution
- Guide and manage the troubleshooting and resolution of technical issues
- Proactive management of infrastructure
- Capacity and availability management of customers infrastructure
- Management of changes to the infrastructure
- Manage escalation process
- Management of ITIL process and procedures relating to infrastructure
- Own the development of Service Improvement Plans
- Manage implementation of Service Improvement Plans
- Identify & Manage implementation of continuous improvement opportunity
- Identify, manage and implement procedure improvement
- Ensure projects are delivered
- Project measurement and small project management

- Audit delivery processes and procedures

Management of Customer Satisfaction

- Own and manage Customer satisfaction
- Customer Satisfaction measurement and overall improvement
- Maintain a good Customer relationship

General

- Understand the Customer business and the impact of Technology to their business
- Assist in helping the client develop IT infrastructure strategy
- Assisting in driving down TCO where applicable
- Project management where necessary

Requirements: Education, Training and Experience

- ITIL Foundation certificate
- I.T. related degree or related qualification from a tertiary institution.
- Technical certification
- 5 -7 Years Computer Infrastructure background

Personal Attributes and Skills Required

- People management skills.
- Good customer relationship skills.
- Dedicated personality with a sense of urgency.
- Process driven personality
- Ability to meet deadlines – and work under pressure
- Attention to detail and a passion for quality
- Good communication skills required – written & verbal
- High energy levels and commitment required
- Must have a strong drive to work in a team.
- Ability to handle conflict and to resolve problems.
- “Can Do attitude”

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Intermediate Dot Net Developer

Description overall job objective, role and responsibilities

The candidate will be responsible for maintenance, operational and procedural functions and all system and surrounding interface development. The role will involve the resolution of user issues and requests as well as maintenance of the system and related interfaces.

Core competencies

- 3-4 years experience in a similar role.
- Knowledge/experience in WPF, WCF, C#, MS/SQL, PL/SQL, Visual Studio 2008 or higher, XML, XSLT
- An understanding of IT and project methodologies.
- Knowledge of W3C guidelines and best practices
- Knowledge of UML and formal specification methodologies

Skills/Education

- BSC or equivalent degree

Personality

- Ability to multi-task and prioritise and deliver to milestones.
- Ability to report to a senior developer and work independently once given tasks.
- Ability to interact with people from all areas of treasury.
- Take ownership of tasks assigned.
- Customer-focused attitude.
- Team player and good interpersonal and communication skills.
- Follow issues/concerns through to delivery/solution.
- Analytical, with excellent problem-solving skills.
- Assertive contributor to discussions with a collaborative approach
- Attention to detail.
- Ability to bridge gap between theory and practice and document findings professionally.
- Ability to work and perform in an unstructured environment/flexibility to change.
- Ability to deal with pressure and remain level-headed.

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