

# Systems Development and Technology Manager

## The Organisation

KLM Empowered was established in 2005 and is a proud Level 1 B-BBEE company.

With its vision firmly set on providing world-class, globally recognized skills transfer solutions to empower organisations and individuals to build and sustain their effectiveness, KLM Empowered has become well-known for excellence in the design, delivery, and project management of skills development, socio-economic development, and leadership development initiatives across South Africa.

Through its Centres of Business and Leadership Excellence, KLM Empowered has produced a remarkable track record of competence development and project success and remains the first choice among many esteemed clients for learnership/internship implementation and leadership development.

KLM Empowered's strength lies in its focus on building business-relevant skills, its entrepreneurial spirit, and the quality of its service delivery teams.

## Role Overview

Position Name	Systems Development and Technology Manager
Position Type	Permanent
Reports to	Head of People and Organisational Effectiveness
Direct Reports	Yes
Division	People and Organisational Effectiveness
Location	Bedfordview
Key Customers	Internal (staff) and external (learners and guests)

## *The Greatness Effect*

**KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS FOR SKILLS, ENTERPRISE AND SOCIAL-ECONOMIC DEVELOPMENT**

### Head Quarters

#### Physical Address

20 Skeen Boulevard, 3rd Floor, South Wing, Bedfordview, GMT, 2007

#### Postal Address

P.O. Box 752423, Gardenview, 2047

### Knowledge X-Change Centres of Excellence

#### Centre of Leadership Excellence

20 Skeen Boulevard, 3rd Floor, North Wing, Bedfordview, GMT, 2007

#### Centre of Business Excellence

H. Santos Building, 2nd Floor, West Wing, 30 Arena Close, Bruma, JHB, 2198

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## Role Description

### Purpose of the position

To support the business operations and learning experience delivery of KLM Empowered through the identification, provision and maintenance of leading-edge technology solutions, including equipment, software and integrated systems.

### Key Performance Areas

- Establish and manage a technology strategy and architecture for the organization, including technology policies and processes
- Document and analyse business processes with a view to identifying system integration and automation opportunities
- Analyse technology requirements for business operations and learning delivery
- Monitor trends and developments in business-relevant technologies and systems
- Develop and implement customised applications, systems and programmes to drive business efficiency and enhance the overall customer and learning experience
- Select, procure, deploy and manage technology solutions for business operations and learning experience delivery
- Manage vendor relationships, support contracts and software licenses
- Onboard new users from a technology perspective
- Maintain optimal organisational effectiveness and efficiency through day-to-day monitoring of technology performance and utilisation
- Administer systems used for operations, customer care, and learning management
- Manage the provision of first line support and provide training where required
- Identify and implement measures to ensure data security and integrity
- Identify and implement appropriate risk controls related to technology
- Supervise the Technology team, including performance management, coaching, and implementation of learning and development plans
- Compile and manage the technology budget

Role Requirements	
Qualifications	Degree in Information Technology, Computer Science, Information Systems, Informatics or a related field
Experience	<ul style="list-style-type: none"> <li>▪ Minimum of five (5) years' experience in IT operations</li> <li>▪ Experience rolling out learning technologies is essential</li> </ul>
Competencies Required	<ul style="list-style-type: none"> <li>▪ Excellent working knowledge of computer systems, security, network and systems administration, and data storage</li> <li>▪ Clear understanding of 4IR technologies and applications, including AI, machine learning, VR, AR and robotics</li> <li>▪ Exceptional system development and coding skills</li> <li>▪ Solid process engineering aptitude</li> <li>▪ Strong critical thinking and decision-making skills</li> <li>▪ Excellent project management skills</li> <li>▪ Able to work in a team-oriented, collaborative environment</li> <li>▪ Able to multi-task and operate in a fast-paced environment</li> <li>▪ Excellent communication skills (verbal and written)</li> <li>▪ A passion for delivering memorable customer experiences</li> <li>▪ Powerful leadership and interpersonal skills</li> </ul>
Additional Requirements	<ul style="list-style-type: none"> <li>▪ A valid RSA driver's license and own transport</li> <li>▪ Ability to work extended hours if required</li> </ul>