



<https://bit.ly/3KLHZ43>

<https://github.com/3arlN3t>

# Otsile Earl Kole

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## Education

GRADE 12 (MATRIC)

Gabobidiwe High School

Year obtained: Dec. 1996

### TERTIARY QUALIFICATION

NATIONAL DIPLOMA: ENGINEERING COMPUTER SYSTEM

### INSTITUTION

Technikon North-West

### YEAR OBTAINED

ADVANCE DIPLOMA: ENGINEERING COMPUTER SYSTEM

Tshwane University of Technology

July. 1997 - Dec. 2001

Jan 2022 - Current Studies

## Certificates

2024	365 SharePoint Online Administration and Configuration (Online)	Microsoft
2024	Foundational C# with Microsoft (Online)	FreeCodeCamp & Microsoft
2022	Nyukela Public Service SMS Pre-Entry Programme	National School of Government
2015	Financial Management for Non-Financial Managers	North-West University
2011	Prince II Foundation (Project Management)	APMG International
2007	Policy Development and Management	North-West University
2004	Project Management (PMBOK)	Regenesys School of Public Management
2004	Professional Writing Skills for Manager Course	Regenesys School of Public Management
2003	Policy Development and Management	Pro-Active College

## Skills Summary

- Programming Language:** C#, JavaScript, TypeScript, Visual Basic
- Web Development:** HTML5, CSS, ASP.NET Core/ MVC, React and Angular
- Database Development:** SQL, MySQL and MS Access
- Networking:** Cabling, Switches, Routers and Network troubleshooting
- Servers Operating:** Microsoft Server Operating System
- Version Control:** GitHub, DevOps

## Work Experience

### Department of Tourism

Deputy Director Business Solution

Pretoria, Gauteng

Jan. 2025 - Present

- Implementation and improvement of the Corporate Governance of Information Communication Technology Policy Framework.
- Conduct gap analysis and identify systems requirements for the department.
- Analyse user requirements and perform business process modelling.
- Develop Business Cases and User Requirements Specifications (URS) documents.
- Identify additional workflows for the Electronic Document Management System (EDMS) solution and oversee implementation; managing the digitalisation of manual process.
- Manage EDMS and Oracle Service Level Agreement (SLAs).
- Identify and mitigate risks related to applications and ensure compliance to audit findings.
- Align departmental Enterprise Architecture with the approved Government Wide Enterprise Architecture (GWEA) Framework

### Department of Minerals Resources and Energy

Deputy Director Systems Applications

Pretoria, Gauteng

Oct. 2022 - Jan 2025

- Development and coordinate implementation all departmental applications system.
- Installation, configuration, upgrade and monitoring of all departmental applications.
- Provided technical and user support through a ticket system (calls logging), troubleshooting application related issues, and provide training and system improvements.
- Establish and facilitate a clear SLA by defining procedures for monitoring and managing service performance to ensure compliance and continuous improvement.
- Ensure holistic compliance with ICT Corporate Governance in all applications implemented.
- Identify and mitigate risks related to applications and ensure compliance to audit findings.

### Department of Social Development

Mahikeng, NW Province

Director Support Services

Oct. 2016 - July 2021 (4 yrs)

#### Reason for Leaving: Resignation

##### ▪ Provision and Management of Information Communication Technology Services

- Managed the development and implementation of applications at Provincial level ensuring seamless integration with National systems.
- Managed the installation and upgrade of network infrastructure across all the departmental offices across the province, ensuring minimal downtime and enhanced connectivity.

- Managed and optimized Service Level Agreements (SLAs) to ensure consistent service delivery and high compliance by service providers (Microsoft, Telkom and SITA etc).
- Managed the installation and upgrade of voice over IP (VoIP) across all the departmental offices across the province.
- **Provision and Management of MISS and Physical Security Services**
  - Managed the provision of physical security services across all departmental offices, ensuring the safety and security of personnel and assets.
  - Facilitated the implementation of document, communication, and ICT security measures in compliance with Minimum Information Security Standards (MISS).
- **Provision and Management of Auxiliary Support Services**
  - Managed the installation and upgrade of telephone systems and lines across all departmental office.
  - Managed the facilitation of provision of mobile phones, tablets, and routers to Social Workers and Officials, ensuring seamless communication and operational efficiency.
  - Managed the coordination of central printing services across all offices, ensuring efficient operation and maintenance of photocopying machines.

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#### **Office of the Premier**

*Mahikeng, NW Province*

Deputy Director System Coordinator

*Sept. 2007 - Sept. 2016*

*Reason for Leaving: Promotional appointment*

- Facilitated the system enhancements by gathering and analysing user requirements, leading to significant improvements in functionality and user satisfaction.
- Provided support to provincial departments and municipalities on project planning and alignment through a system developed
- Provided support to provincial departments and municipalities on project planning and alignment, utilizing systems to streamline and link planning processes for enhanced coordination and efficiency.
- Provided technical and user support, troubleshooting of hardware and software issues, including managing ticket systems, and enhancing user satisfaction through effective training and system improvements.
- Developed and maintained the NW Planning Commission website, ensuring seamless functionality, regular updates, and user-friendly design to enhance accessibility and user engagement.

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#### **Department of Public Works**

*Mahikeng, NW Province*

Deputy Director Management Information System

*Aug. 2004 - Aug. 2007*

*Reason for Leaving: Lateral Transfer*

- Facilitated the review of the Departmental Master System Plan (MSP)/ICT Strategic Plan, ensuring alignment with organizational goals, incorporating stakeholder feedback, and driving strategic IT initiatives.
- Facilitated the development of departmental systems by coordinating cross-functional teams, gathering requirements, and overseeing implementation to optimize workflows and improve efficiency.
- Facilitated enhancements by gathering and analysing user requirements, leading to significant improvements in functionality and user satisfaction for all departmental systems.
- Developed and maintained the departmental website, ensuring seamless functionality, regular updates, and user-friendly design to enhance accessibility and user engagement
- Provided technical and user support, troubleshooting of hardware and software issues, including managing ticket systems, and enhancing user satisfaction through effective training and system improvements.

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#### **Department of Community Safety and Liaison**

*Mahikeng, NW Province*

Assistant Director Crime Information Manager

*Apr. 2003 - Jul. 2004*

*Reason for Leaving: Promotional appointment*

- Facilitated the development and continuous maintenance of a Crime Information database/system, ensuring accurate data collection, seamless updates, and improved accessibility for law enforcement and analytical purposes.
- Developed a web services/ API to integrate Crime Information database with the SAPS system to ensure accurate and real-time crime data exchange to be used for an oversight.
- Develop and maintained the departmental website, ensuring seamless functionality, regular updates, and user-friendly design to enhance accessibility and user engagement
- Provide technical and user support, troubleshooting of hardware and software issues, including managing ticket systems, and enhancing user satisfaction through effective training and system improvements.

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#### **Department of Education**

*Mahikeng, NW Province*

Senior Programmer

*Aug. 2004 - Aug. 2007*

*Reason for Leaving: Promotional appointment*

- Developed an MS Access database for the School Snap Survey Instrument/system to facilitate efficient data collection from ~1800 schools.
- Facilitated the collection and consolidation of captured data from schools for comprehensive data cleaning and verification, analysis and reporting.
- Conduct comprehensive data analysis for planning and reporting.
- Provide technical and user support, troubleshooting of hardware and software issues, including managing ticket systems, and enhancing user satisfaction through effective training and system improvements.

## References

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**Ms Mapaseka Nkhethoa**  
Director Applications  
Department of Social Development  
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**Mr Mothusi Shuping**  
Director IT Infrastructure  
Department of Electricity and Energy  
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**Mr Cyril Gabriel**  
Director IT Governance  
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