

Education

GRADE 12 (MATRIC)	Gabobidiwe High School	Year obtained: Dec.1996
TERTIARY QUALIFICATION	INSTITUTION	YEAR OBTAINED
NATIONAL DIPLOMA: ENGINEERING COMPUTER SYSTEM	Technikon North-West	July. 1997 - Dec. 2001
ADVANCE DIPLOMA: ENGINEERING COMPUTER SYSTEM	Tshwane University of Technology	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	<i>Pretoria, Gauteng</i>
Deputy Director Business Solution	<i>Jan. 2025 - Present</i>

- 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	<i>Pretoria, Gauteng</i>
Deputy Director Systems Applications	<i>Oct. 2022 - Jan 2025</i>

- 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	<i>Mahikeng, NW Province</i>
Director Support Services	<i>Oct. 2016 - July 2021 (4 yrs)</i>

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.

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.

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.

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.

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.

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