LINGTON SKHOSANA

SENIOR IT MANAGER

CONTACT

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📍 Nelspruit, Mpumalanga

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EDUCATION

NATIONAL DIPLOMA:
INFORMATION TECHNOLOGY /
SOFTWARE
DEVELOPMENT/INFORMATION
SYSTEM
TECHNIKON PRETORIA
2001–2003

SENIOR MANAGEMENT
PROGRAMME /BUSINESS
ADMINISTRATION
University of Pretoria
2019

CURRENT STUDY

BSC Hons: Information
Technology(EDUVOS COLLEGE)

SKILLS

System Analysis Methodologies.

- Enterprise Architecture.
- Gaming Technology.
- Project lifecycle Management (PMBOK).
- Data Set Management.

PROFILE

Insightful Senior IT Manager with 18 years of IT leadership experience including oversight of infrastructure, project management, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance, and support of complex IT systems. Develops creative business solutions, leveraging diverse methodologies and delivering IT engineering solutions for leading organizations. Enhanced customer and user experience through deployment of IT systems. Experienced in gaming technology. Highly adept in request for proposal development, technology needs assessments and staff training.

PROFESSIONAL EXPERIENCE

SENIOR IT MANAGER – CURRENT EMPLOYMENT

Inkomati-Usuthu Catchment Management Agency | Mbombela, Mpumalanga | 01 October 2015-ToDate *(8 years at this Job)*

- Serve as Senior IT Manager responsible for overseeing and directing projects throughout the organization's IT infrastructure. Manage IT projects with a R15 million annual budget that supported multiple high-profile and complex projects spanning over several fiscal years. Liaise between diverse internal and external business partners to oversee data integrity, as well as the design, planning and seamless implementation of enterprise-wide system solutions,
- Re-engineered legacy System and Implemented new server infrastructure,
- Upgraded Sage Payroll to address application system control measures ,e.g., segregation of duties, and deployment of added modules.
- Manage SAP ECP 730 Customer Order and Account Service Request Workflow System Conversion that increased handling of new Requests for billing by 25% and reduced service level (SLA) by 40%,
- Deployed Content Optimization tool for Internet application increasing the efficiency by 45%,
- Mitigate IT Risks on projects overrun by implementing remedial action plan,
- Implemented Microsoft Dynamics 365 to leverage on its process automation, integrating various functional units thus reducing manual processing by 60% and silo operating processes.
- Develop ICT procurement plans to support ICT service delivery.
- Provides oversight on IT projects from inception to completion.
- Develops and implement IT strategic direction for the agency,
- Ensures IT strategic goals are aligned to that of the agency,
- Facilitates JRP, JAD sessions with business units' managers,
- Provision of information security management,
- Provision technical support and advice to management,

- Establishes quality control on implementation of IT policies within the region.
- Manage and supervised the development of Software application for the regional department.
- Develop Technical Specification and functional requirements for request for proposals on software projects.
- Provide ICT governance oversight on ICT operations, projects to the institution's IT Steering and management Committee.

IT MANAGER
Mpumalanga Gambling Board | Mbombela, Mpumalanga | 01 August 2011-11 September 2015.

- Managed projects estimated more than R5 million. Responsibilities included Program/project management, business analysis, project scoping, building prototypes, documenting risks, and training resources and interfacing with senior management.
- Managed the entire institution's information technology's infrastructure.
- Implemented Microsoft 365 suite from start to finish.
- Provisioned information security management performance, technical support, and advice to management,
- Customized and configured of business applications, operating systems, and database systems,
- Developed and implemented IT policies and procedures,
- Performed systems analyses, design, development, implementation, and monitoring of business applications,
- Interfaced with Zonke Central Monitoring System, Casinos, Bingo, Bookmakers,
- Developed database for sites outlets, excluded persons, and LPM,
- Managed the gambling control database application,
- Re-engineered and modelled ERP gambling licensing application prototype and use cases.
- Performed quarterly testing on Backup data and restoration of business information,
- Developed and Provisioned Disaster recovery plans,
- Generated progress reports on IT projects,
- Managed enterprise content management systems (IBM), FileNet,
- Granted and revoked user access to all applications including the gambling control database,
- Performed active directory monitoring and synchronization of user's credentials to windows azure and office 365 online,
- Maintained and updated gaming notices on organizational website,
- Managed institutional records management division,
- Translated business needs into systems and user requirements,
- Managed the VMware environment, hp blade servers, ESIX v 5.0, EVA/SAN storage and domain controllers.
- Implemented and complied with IT governance standards, and best practices,(cobit5, ITIL king III, information act, NARS, ISO 9000, IT risk 3100, ECTA, SANS 1718 etc.),
- Facilitated acquisitions of IT goods and services according to statutory preferential procurement policy framework of supply chain management practices,
- Maintained IT service contract negotiations,
- Managed people performance.

PROJECT MANAGER: ROADS MANAGEMENT SYSTEMS

Department of Roads and Transport | Nelspruit, Mpumalanga | 03 September 2007- 31 October 2008.

- Managed IT services for the region on Road's network asset management systems.
- Ensured quality assurance and data integrity on data ingestion to multiple roads database application systems.
- Provided Technical support on road asset management systems. Provisioned System development life cycle on road asset systems.
- Provisioned the application of departmental ICT policies.
- Manage IT procurement for the region.
- Managed computer-based systems services.
- Generated monthly progress reports on road management systems projects.

MANAGER: PROGRAMME MANAGEMENT

Department of Public Works, Roads, and Transport | Mbombela, Mpumalanga | 03 November 2008-31 July 2011.

- Prepared an execution Programme for each project within the department.
- Liaised with stakeholders regarding projects reports.
- Compiled, generated, and analyzed monthly, quarterly, and annual reports.
- Coordinated the implementation of all projects managed by the department.
- Monitored and maintained the implementation of all departmental projects.
- Represented the district within the departmental ICT committee.
- Managed and coordinated the implementation of project management information system (PMIS).
- Managed the web reporting database system.
- Managed sectional budget.
- People management.
- Coordinated the implementation of integrated online-asset system.
- Formulated and managed the strategic objectives of the ICT policy and standards for the department.

R E F E R E N C E S

Inkomati-Usuthu-Catchment
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IRRIGATION SYSTEM TECHNICIAN
BWC Organization | Haifa, Israel | 04 June 2004-04 December 2005.

- Analyzed, maintained, and provided solutions to the Motorola irrigation system.
- Provided support and maintenance to the physical irrigation system including servicing the valves and drip pipes.
- Designed and installed irrigation lines covering a 10-hectare land coverage.
- Updated relevant user procedures manuals and equivalent documentation.
- Provided case tools and methodology support through use of (UML modelling, use cases, data modelling, system architecture).
- Performed system testing (unit test, program test, and system).
- Documented functional and non-functional business requirements.