## Role profile

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| Role title | Senior System Administrator |
| Division | IT Business Services |
| Location | Netcare Sunninghill |
| Reporting structure | Business Process Analyst Team Leader |

## Role summary

The Senior Systems Administrator is responsible for maintaining, implementing, and enhancing the configuration of the Business Services Systems. The position requires an understanding of Netcare strategy and strategic direction, business practices and approaches with the application of international best practices to IT solutions, across application functional areas within the Netcare Group and in line with requests by the Netcare Business Units in accordance with the company standards.

The incumbent is required to identify and maximize opportunities and use information and technology to improve product, service and standardise business processes across the Netcare Group. This applies to various applications, with multiple business processes and varying business models.

The position includes the holistic management of work streams within strategic Group projects (such as understanding business requirements for the specific project work stream, managing business staff output and deliverables).

The incumbent will further provide support to members of the direct functional team, the IT Department, the end user community at a business unit level as well as business management teams.

## Key work output and accountabilities

Project functions

- Consulting and project management skills
    - The ability to utilize the required project methodologies in alliance with the business requirements identified.
    - The skill set required should include the following core principles:
        - Evaluation
        - Analysis
        - Design
        - Development
        - Implementation
        - Monitoring
        - Communication
        - Time management
    - A clear and concise understanding of the Netcare business environment (across all divisions) and strategic requirements is essential.

- Works independently or part of the Project Team, together with business users at all level to define project concept, objectives and approach
- Document requirements using interviews, document analysis, requirements workshops, site visits, business process descriptions, business analysis.
- Attend project meetings and co-ordinate interaction and communication among IT and business personnel (including senior business management), identify and co-ordinate assignment of internal resources and external contractors to meet project requirements

**External and Internal Customer Support**

- Provision of customer support applies to various applications, with multiple business processes and varying business models.

- Identify and maximize opportunities to use information and technology to improve product, service and standardise business processes across the Netcare Group.

- Review, analyse and create detailed documentation of business system and user needs

- Consult with IT and business resources to determine business, functional and technical requirements and develop requirement specifications as well as establish the technical vision and analyse trade-offs between usability and performance needs.

- Coordinate the development of approved business and functional specifications

- Define, develop and perform or co-ordinate end user testing

- Co-ordinate business sign-off for any developments and/or system changes

- Ensure continuing operational quality by auctioning and documenting bug fixes and enhancements

- Serve as the conduit between the customers at business unit level and the software development team through which requirements flow.

- Interpret customer business needs and translate into application and operational requirements.

- Maintain SLA's with regards helpdesk

## Skills profile

### Education
- SAP FI/CO Certification/Qualification.

### Knowledge

- A minimum of 5-7 years business experience within the specific functional business area and/or

- A minimum of 4 years detailed relevant application experience.

- An advanced level of understanding of the complexity of sigma logs

- Business and/or system functional business knowledge

| MANAGERIAL/ SPECIALIST SKILLS | |
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| Coaching Others* | The capacity to recognise development areas in others and support them to facilitate personal development through coaching. |
| Leading and Managing Change* | The capacity to implement and support change initiatives and to provide leadership in times of uncertainty. |

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| Performance Development* | The ability to evaluate and develop different levels of capacity within a team to achieve set objectives. |
| Taking Action | Capable of recognising the need for action, considering possible risks and taking responsibility for results. |
| Decision Making | Capable of making decisions timeously and taking responsibility for the consequences. |
| Managing Self | Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame. |
| Customer Focus and Service Delivery | The capacity to identify and respond to the needs of *internal and external customers.<br><br>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship |
| Adapting and Responding to Change | Capable of supporting and advocating change initiatives and managing own reaction to change. |
| Continuous Improvement | The capacity to improve systems and processes to facilitate continuous improvement. |
| Personal Work Ethic | Capacity to instil an ethic of quality and consistency in self and others. |
| Building Relationships | Capacity to establish constructive and effective relationships. |
| Communication | The capacity to clearly present information, either written or verbal. |
| Teamwork | Capacity to cooperate with others to work towards a common goal. |
| Technical Knowledge | The capacity to perform a technical function to required standards. |
| **Values and behaviours** | |
| Netcare values | At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.<br><br>• Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.<br><br>• Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.<br><br>• Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. |

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| | • Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.<br><br>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate. |
| The Netcare way | Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:<br><br>• I always greet everyone to show my respect.<br><br>• I always wear my name badge to show my identity.<br><br>• I am always well-groomed to show my dignity.<br><br>• I always practise proper hand hygiene to show my care.<br><br>• I always engage to show my compassion.<br><br>• I always say thank you to show my appreciation.<br><br>• I always embrace diversity to strengthen inclusivity and belonging. |

## Application process

**Netcare is an equal opportunity employer**

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to martha.stols@netcare.co.za

**Please note:**

• Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.

• The terms and conditions of employment relating to the function you have applied for will be based on those in the Division you will be employed.

• If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.

• By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.

• If your application is not successful, we retain your CV and other information provided on our electronic system. If you object to your information being used in accordance with the aforementioned

clauses, please indicate your objection, and we will immediately securely destroy your personal information.