Systems & Business Specialist - Cape Town/ Pretoria

Nal'ibali mission is to spark a love of stories, build language and literacy skills, and promote a lifelong reading culture in homes, schools and communities across South Africa. Our work transforms communities into learning spaces whether in the homes, centres, schools and community spaces children get adequate opportunities to read and engage with enticing content, stories.

The Systems & Business Specialist will ensure the availability, integration and optimization of Nal'ibali's core operational and MERL (Monitoring, Evaluation, Research, and Learning) systems. The role supports end-users, enhances business processes through technology and enables seamless interaction between systems, data and stakeholders. This position reports primarily to the Chief Financial Officer for operational systems and secondarily to the Head of Programmes, Partnerships & Impact for MERL-related systems support.

Role and responsibilities:

Key areas of responsibility	Tasks and Activities
System Availability	• Monitor uptime and performance of critical systems and applications. • Liaise with IT infrastructure teams or external service providers to resolve hardware, server, or network issues. • Conduct system health checks and downtime tracking • Produce regular system availability reports • Ensure minimal disruption to operations due to system downtime • Coordinate with teams to communicate system maintenance schedules. • Recommend improvements to enhance system reliability.
System Design and Integration	• Execute the end-to-end implementation of software solutions. Evaluate systems, map out integration plans, collect and prepare data, and ensure a smooth transition to new platform • Provide technical input and documentation for system design and implementation. • Manage integration between finance, HR, Finance and operational platforms, and MERL databases. • Identify and resolve data flow issues between systems. • Test integration to ensure seamless data exchange. • Support the implementation of new modules or tools • Evaluate existing systems for scalability and efficiency.
Business Process Development & Support	• Analyze current organisational and programme processes to identify improvement opportunities. • Map, design, and optimize workflows in collaboration with relevant departments. • Document organisational requirements and translate them into functional specifications. • Recommend process automation where applicable. • Assist in aligning systems with organisational policies and procedures. • Monitor process performance post-implementation. • Provide guidance to teams on workflow adoption.

Contact us in any of these ways:
Tel: +27 (21) 448 6000   **Email**: info@nalibali.org
www.nalibali.org   www.nalibali.mobi   f nalibaliSA   @nalibaliSA   @nalibaliSA

System Maintenance, Security & Access Management	• Manage user access, including onboarding/offboarding and role-based permissions. • Maintain data integrity and perform regular audits of static and reference data. • Develop and enforce data governance and security policies. • Ensure compliance with information security standards. • Monitor system logs for irregularities or security issues. • Support incident response for system-related security events. • Recommend enhancements to strengthen system security. • Provide guidance to teams on workflow adoption. • Keep pace with the evolving landscape of cloud-based financial and operational software
End-User Training & Support	• Develop and deliver staff training on operational and MERL systems. • Prepare user guides, manuals, and FAQs to support adoption. • Provide guidance for efficient data entry, reporting, and operational tasks. • Assist staff in troubleshooting basic system issues. • Monitor training effectiveness and recommend improvements. • Promote system adoption and user confidence.
Query Support & Issue Resolution	• Serve as first point of contact for system-related issues. • Log, track, and resolve support tickets in a timely manner. • Escalate complex issues to developers or external vendors and follow through to resolution. • Document recurring issues and propose preventive measures. • Maintain clear communication with users on ticket status. • Monitor support trends to identify systemic improvements. • Provide feedback to developers on system performance and usability
MERL Systems Support	• Maintain and optimize MERL databases and dashboards for programme reporting. • Ensure data quality, consistency, and accessibility across MERL systems. • Provide analytics and reporting to support programme planning and decision-making. • Collaborate with teams to standardize data collection methods. • Monitor key indicators and flag data anomalies. • Develop dashboards and visualizations for internal and external stakeholders. • Support M&E initiatives through system enhancements. • Ensure alignment of MERL systems with organisational reporting requirements.

Requirements:

- Bachelor's degree in information systems, Business Administration, Computer Science, or a related field, or equivalent relevant experience.
- 3–5 years' experience in systems analysis, business analysis, IT support, or related roles
- Experience with SurveyCTO, Salesforce, Xero, or similar platforms (Advantageous)
- Familiarity with database systems, and reporting/analytics tools (e.g., Power BI, Tableau).
- Fluency in written and spoken English; proficiency in at least one other South African language.
- Proficiency in MS Office 365

Competencies:

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Ability to translate business and programme requirements into technical specifications.
- Capacity to work independently and collaboratively across teams.
- Attention to detail and commitment to documentation, process rigor, and data quality.
- Proactive, adaptable, and solution focused.
- Strong organisational skills and ability to manage multiple tasks simultaneously.

Closing Date: Friday, 24 October 2025

If you meet the above requirements, please send your CV and motivation letter (e.g. Thandi Nkosi Systems & Business Specialist) to work@nalibali.org. For further information please have a look at our website www.nalibali.org.

If you do not hear from us by 30 November 2025, please consider your application unsuccessful.

Please note: *This position requires trust and honesty it has access to organisational data - therefore a criminal record check will be conducted. By applying for this role, and supplying the necessary details, you hereby grant us permission to apply for the necessary checks. This will be done in a confidential manner, and solely for the purposes of verification.*