

Job Title: Manager – Digital Forensic Services

Location: Pretoria

Employment Type: Contract 4 years

Reports to: Technical Director – Digital Forensic Laboratory

Closing date: 21 Sept 2026

About the Role

We are seeking an experienced and suitably qualified Manager: Digital Forensic Services to manage the day-to-day operational delivery of digital forensic services within the Digital Forensic Laboratory. The successful candidate will be responsible for coordinating casework, supporting technical quality, managing service delivery priorities, and ensuring that digital forensic assignments are completed efficiently, consistently, and in line with applicable standards, procedures, and evidentiary requirements.

This is an operational management role requiring strong digital forensic knowledge, practical case management experience, quality-focused service delivery, and the ability to supervise technical staff, coordinate resources, and support the implementation of laboratory procedures, training activities, and continuous improvement initiatives. Salary negotiable.

Key Responsibilities

Operational Service Delivery

The Manager: Digital Forensic Services will plan, coordinate, and manage the operational delivery of digital forensic services, including case intake, work allocation, workflow monitoring, turnaround times, technical outputs, and the effective use of laboratory resources.

Casework, Technical Quality and Evidence Management

The role will support the quality and consistency of digital forensic casework by

ensuring that forensic acquisition, analysis, documentation, chain of custody, evidence handling, and reporting processes are carried out in accordance with approved procedures, legal requirements, and recognised digital forensic practice.

People Supervision and Capability Development

The Manager will supervise digital forensic practitioners, support performance and workload management, contribute to training and development activities, and help build technical capability through coaching, knowledge sharing, adherence to procedures, and practical support on assigned casework.

Operational Governance and Stakeholder Coordination

The role includes implementing laboratory policies, procedures, controls, and quality management requirements, supporting audit and accreditation readiness, preparing operational reports, and coordinating with internal and external stakeholders to ensure responsive, professional, and accountable service delivery.

Required Skills and Experience

- Minimum of 5 years of proven experience in digital forensics, cyber investigations, forensic technology, or a closely related field.
- Practical understanding of digital evidence handling, forensic acquisition, analysis, chain of custody, documentation, and reporting principles.
- Experience managing forensic casework, coordinating technical workflows, supervising teams, or supporting operational service delivery.
- Knowledge of quality management, procedure implementation, audit readiness, evidence security, and operational risk controls in a forensic or regulated environment.
- Strong planning, coordination, problem-solving, communication, and report review skills.
- Ability to engage professionally with technical staff, clients, investigators, legal stakeholders, and management.
- High ethical standards and the ability to maintain confidentiality, independence, and professional integrity.

- A driver's license is required.

Preferred Qualifications

- Relevant tertiary qualification in digital forensics, information technology, cybersecurity, forensic investigation, law, or a related discipline.
- Professional certifications such as CCE, CFCE, GCFA, EnCE, CHFI, CISA, CISM, or equivalent would be advantageous.
- Experience working with quality management systems, forensic laboratory procedures, ISO/IEC 17025, accreditation requirements, or similar standards would be advantageous.
- Experience preparing or reviewing technical reports, case documentation, operational statistics, or service delivery reports.

What We Offer

- An opportunity to manage operational service delivery in a specialised digital forensic environment.
- The opportunity to support quality, efficiency, technical consistency, and continuous improvement within the laboratory.
- A professional environment that values confidentiality, accountability, technical competence, teamwork, and ethical forensic practice.

How to Apply

Please submit your CV and a brief cover letter outlining your relevant operational management experience, digital forensic experience, qualifications, and suitability for the role to:

Info@dfsa.org.za

Only shortlisted candidates will be contacted