INTERNAL / EXTERNAL ADVERTISEMENT

DIVISION: INFORMATION AND COMMUNICATIONS TECHNOLOGY
18 February 2021

REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ICT: 09/2021	ICT OFFICER ALL INCLUSIVE REMUNERATION: TCTC: (PER ANNUM) R376 530.00 – R564 794.00	1

ERRATUM

This serves to place an erratum in respect of the ICT Officer advert as contained herein.

Applicants should kindly note that the purpose of the erratum is to correct the salary range to include the entry annual CTC as thus, **R376 530.00** to **R564 794.00**, and further extend the closing date to **03 March 2021.**

MICT SETA seeks to employ a suitably qualified and competent **Information and Communications Technology Officer,** the primary purpose of this role is to provide information technology support to MICT SETA in order to minimise work disruptions and enable smooth operations.

The successful incumbent will be based at our Midrand office and report to the **Information and Communications Technology Manager.**

This is a permanent position aligned to the Government Gazette No. 375 dated March 2019.

MINIMUM REQUIREMENTS:

- National Diploma in Information Technology or equivalent
- A minimum of 4 years' experience in Information Technology Support

TECHNICAL COMPETENCIES

- System Administration
- Problem Solving
- Time Management
- Technical
- Asset life cycle management

Board Members: Simphiwe Thobela (Chairperson), Mdu Zakwe (CEO), Lesiba Langa, Loyiso Tyira, Mack Mamorobela, Marilyn Radebe, Morwesi Ramonyai, Ntombikayise Khumalo, Portia Mngomezulu, Sipho Zwane, Solomon Xaba, Thabisa Faye, Thabo Mofokeng, Viwe James

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BEHAVIORAL COMPETENCIES

- Attention to detail
- Flexibility
- Customer centric
- Efficiency
- Professionalism

ROLES AND RESPONSIBILITIES

End User Support

- Receives user requests via issues logged and analyses requests to determine priority levels.
- Assesses potential causes of issues logged and attempts to resolve remotely prior to physical attendance of calls.
- Provides accurate and creative solutions to user problems of moderate nature to ensure user productivity in line with standards.
- Acquires and maintains current knowledge of relevant product offerings and support policies to provide technically accurate solutions.
- Assesses the life span of ICT equipment and recommends replacement as and when necessary.

Server and System Administration

- Manages the physical server to improve utilisation by monitoring and reporting on server performance on a quarterly basis.
- Monitors the uptime of the server and troubleshoots to unclog problems and get messages moving.
- Determines level of access and system access requirements to maintain security.
- Grants and amends access requirements accordingly in line with the Information Technology Policy.
- Maintains data security by conducting scheduled back-ups on the central backup system.
- Participates in investigations of suspected information security misuse or in compliance reviews as requested by Auditors.
- Communicates unresolved security exposures, misuse, or non-compliance situations to Management.
- Reviews computer system access reports to identify possible security violations.

Network Administration

- Conducts network administration in order to keep the computer network up to date and running smoothly.
- Monitors network performance to ensure optimum response.
- Monitors network security to ensure ongoing protection.
- Monitors and maintains data patterns to stay up to date with current versions.
- Monitors capacity, performance, security and system health on a daily basis.
- Checks that network services are available at all times.

Application:

CVs and certified qualifications of suitably qualified persons must be forwarded to the Human Capital Division for the attention of: Mr. Bassanio Gilbert (Recruitment@mict.org.za) by no later than 03 March 2021. Queries may be directed to 011-207-2611.

Should candidates not hear from us 30 days after the closing date of applications, they should consider their application unsuccessful. Please note this is an open position.

White, Indian, Coloured and people with disabilities are encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.