

SENIOR IT SUPPORT TECHNICIAN

REFERENCE NO.: SIT2024

Basic Salary: R 491 900,23 per annum (Excluding Benefits)

The Council for the Built Environment (CBE), located in Hillcrest, Pretoria, has the above internship programme available for immediate appointment.

MINIMUM REQUIREMENTS AND COMPETENCIES

- NQF Level 6 in Information Technology (IT) or any related qualification within the ICT space.
- The following certificates will be advantageous: ITIL Certification, COBIT Certification, SAGE, Cloud Computing, cyber security, and Office 365 and Project Management Certification.
- Three (3) years of experience supporting Microsoft Servers, Cisco, Cloud Computing, DNS Services and Cybersecurity VPN Management.

KEY RESPONSIBILITIES

1. DEVELOP AND IMPLEMENT APPLICATION AND SYSTEMS SOLUTIONS FOR CBE

- Analyze and identify issues and bottlenecks in application performance.
- Identify possible technologies that will suit the company requirements.
- Conduct required research and development activities in this regard.
- Define and ensure the implementation of support processes for chosen application architecture.
- Ensure security of all application systems.
- Ensure that all users are trained on CBE's required software.
- Ensure the implementation and management of database.
- Consider and evaluate trends and future developments and make recommendations to management.
- Evaluate user requirements within application and system Functionalities and ensure that applications meet user requirements.
- Liaise with all relevant application support organizations / vendors to ensure that the application is efficiently managed.
- Ensure that new modules functioning are understood before embarking on upgrading exercises.
- Provide information to management / users with regard to upgrades and impact of upgrade on business.

- Develop, upgrade, maintain and modernize the existing IT Systems and deliver on service level agreements.
- Optimize the operation and maintenance of existing IT systems and applications to improve cost efficiency and value for money of IT for the organisation.
- Conduct training to end users about any changes, upgrades to application functioning
- Provide desktop user support.

2. DEVELOP AND IMPLEMENT HARDWARE AND NETWORKS SYSTEMS FOR CBE

- Benchmark best practice of new technological developments and other opportunities.
- Develop and design hardware implementation programme.
- Conduct diagnostic tests, and modify or repair hardware.
- Develop and deliver staff training programs to increase user knowledge of hardware system integration.
- Install desk top hardware configurations in order to provide upgrades and network expansion to maintain current standards.
- Maintain and oversee the hardware inventory for CBE to ensure availability and for audit purposes.
- Manage computer and user account creation and maintenance on the Domain and Application Servers.
- Manage the test and load of new patches and software releases.
- Manage network coverage and the servers.
- Manage and evaluate new Hardware and Software products.
- Manage all CBE approved desktop operating systems and software applications.
- Manage software troubleshooting and hardware repairs and maintenance.
- Manage the data centre.

3. MANAGE IT SECURITY INFRASTRUCTURE

- Manage Information Security including the Anti-Virus Service for users.
- Manage and maintain antivirus on all servers and workstations
- Manage IT security incidents and vulnerabilities
- Manage and resolve security alerts on the network
- Manage and maintain uptime security of the firewall, VPN, and antivirus for all servers and workstations
- Manage security service information, fulfilment and incident request
- Manage the internet connectivity for the organization is secured.
- Manage patches, monitor systems, work through logs, and conduct testing of up and operational servers daily
- Manage all user's authentication
- Manage secured communication of emails, telephone system, and video system.

4. MANAGE IT GOVERNANCE

- Ensure IT business continuity by implementing ICT Disaster Recovery Plan
- Implement and manage Data Backup and recovery procedures
- Implement reviewed IT Plan, policies and procedures
- Manage IT Risk register
- Manage and implement Audit findings.

5. PROJECT MANAGEMENT

- Determine the project management support requirements of CBE IT projects
- Coordinate the development and implementation of project management strategies and plans for IT projects
- Execute in terms of the defined project management standards and processes before proceeding to a subsequent phase
- Execute project management governance structures for IT projects
- Define, implement and coordinate continuous improvement and quality assessment initiatives of the processes to execute IT projects.

6. DEVELOP AND IMPLEMENT IT POLICIES AND PROCEDURES

- Develop and implement action plan for the implementation of the policies and procedures
- Implement policies and procedures to ensure effective and efficient control of the IT systems
- Manage and monitor compliance with the policies and procedures and report transgression appropriately
- Develop user's training plan on new or reviewed policies and procedures
- Populate All IT policies and procedures on the Intranet
- Communicate all IT Policies and procedures to all CBE users.

7. HUMAN RESOURCE MANAGEMENT

- Ensures performance agreements of the subordinates are signed
- Ensure performance objectives of the subordinates are set
- Ensures ongoing training and development of the subordinates.

HOW TO APPLY: Suitably qualified and experienced candidates are invited to submit a **comprehensive CV** with at least **three contactable references** and a fully completed employment **application form** obtainable on link : [☐ Employment Application Form](#) must be emailed to hradmin@cbe.org.za, quoting reference no: SIT2024.

NB: Applications without the reference number as a subject/heading, CV, and fully completed employment application form will be disqualified.

Applicants not contacted within four (4) weeks of the closing date should consider their application unsuccessful. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). The CBE reserves the right not to make an appointment.

The CBE is committed to achieving and maintaining diversity and equity employment, especially of race, gender, and disability. Preference will be given to candidates from under-represented designated groups (Coloured Males and Females, African Females and Males, and People with disabilities).

NB: Persons with disabilities are encouraged to apply.

Closing Date: 25 October 2024