

## JUNIOR IT ADMINISTRATOR

REFERENCE: JIA2024

*Basic Salary: R 237 965,24 per annum (Excluding Benefits)*

The Council for the Built Environment (CBE), located in Hillcrest, Pretoria, has the above permanent position available for immediate appointment

### MINIMUM REQUIREMENTS AND COMPETENCIES

- NQF Level 5 Qualification in Information Technology (IT) or an equivalent field with MCSE / A+ and N Certification, Cloud Computing, cyber security and Office 365
- One (1) year experience supporting networks with exposure to ITIL processes, knowledge of SAGE, Cloud Computing, cyber security and Office 365.

### KEY RESPONSIBILITIES

#### 1. PROVIDE NETWORK ADMINISTRATION

- Computer and User Account creation and maintenance on the Domain and Application Servers
- Test and load of new patches and software releases.
- Proactively perform disk management and performance
- Monitor on the network coverage and the servers.
- Evaluate new Hardware and Software products.
- Implement and support all CBE approved desktop operating systems and software applications.
- Software troubleshooting and hardware repairs and maintenance.
- Ensure the data centre is always locked and secured.
- Implement requested hardware Installations, Moves, Adds, Changes.

#### 2. PROVIDE IT SECURITY INFRASTRUCTURE MANAGEMENT

- Provision of Information Security including the Anti-Virus Service for users.
- Install and maintain antivirus to all servers and workstation
- Respond to IT security incidents and vulnerabilities
- Monitor and resolve security alerts on the network
- Maintain uptime security of the firewall, VPN, antivirus for all servers and workstation
- Assist in security service information, fulfilment and incident request
- Ensures that the internet connectivity for the organisation is secured.

- Patches, monitors systems, works through logs, conducts testing of up and operational servers daily.
- Assign appropriate secured access and allocate adequate storage for messaging
- Revise and validate all user's authentication
- Manage secured communication of emails, telephone system, video system.

### **3. PROVIDE DESKTOP USER SUPPORT**

- Receive and analyse a new user request to determine the nature and extent of the support to be provided
- Provide a single point of contact for all ICT service requests and incident resolutions
- Provide network and end-user support
- Resolve all network problems satisfactorily in a timely manner with focus on providing a high level of support for all users
- Provide IT support telephonically, face-to-face and remotely
- Troubleshoot, manage and resolve Network-related calls within agreed time frame
- Test the solution to ensure that the diagnosed problem is resolved
- Escalate the problem to the relevant role players for a solution
- Ensure that escalated problems are resolved within the allocated time frame
- Assist in identifying end-user training requirements

### **4. PROVIDE IT SERVICE CONTINUITY**

- Coordinate the Disaster Recovery activities
- Participate in the development and implementation of Disaster Recovery Plan
- Monitor and manage vulnerability activities across the network
- Provide data backup and restore activities
- Monitor the equipment/system/application and dependent equipment/systems to ensure that the equipment/system operates according to standards and specifications

### **5. INSTALL AND MAINTAIN IT APPLICATION AND SYSTEMS**

- Implement new applications/systems due to organisational requirements
- Determine dependencies and independencies to other applications/systems and the applicable impact
- Inform the application/system owners of dependent and the relevant actions required
- Conduct the appropriate pre-implementation testing of new applications/systems

### **6. DEVELOP AND IMPLEMENT IT POLICIES AND PROCEDURES**

- Receive and analyse a policy/procedure to be implemented in the IT environment
- Determine the actions for the implementation of the policies and procedures
- Assist with the implementation of the policies and procedures to ensure effective and efficient control of the IT systems

- Assist with the monitoring of compliance with the policies and procedures and report transgression appropriately

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**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](mailto:hradmin@cbe.org.za), quoting reference no: JIA2024.

**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**