



Safety and Security Sector Education and Training Authority (SASSETA) is a public entity, established in terms of Section 9(1) of the Skills Development Act of 1998, as amended

**ICT Support and Operations Officer
This is contract position expiring on 31st March 2020**

ALL INCLUSIVE ANNUAL REMUNERATION PACKAGE (TCTC): R500 000 – R577 000.

Reporting directly to the Manager: ICT, the incumbent shall be responsible for:

- Participating in ICT Strategy, policies and procedures formulation and execution;
- Implementing ICT projects in compliance with ICT Strategic plan and policies;
- Identifying issues that could impact on SASSETA data accuracy, completeness and consistency and escalate appropriately;
- Identifying data irregularities and addressing them;
- Providing Network Support by configuring switches, routers, printers, servers and all other network components including telecommunications equipments;
- Installing, configuring and managing the performance of Servers (Email, Database, File, etc.);
- Addressing network issues by engaging with service providers and resolving network issues within SLA;
- Setting-up, monitoring and maintaining the Local Area Network (LAN);
- Providing low to high level technical support and assistance to SASSETA users within SLA;
- Installing, configuring and setting-up new ICT hardware and software and access for users at various levels of complexities
- Identifying recurring ICT issues caused by user errors and recommending upskilling approaches to resolve the issues and providing root cause analysis resolution;
- Installing updates and enhancements through proper patch management and providing training and advise to users as and when required;
- Troubleshooting and resolving up to complex ICT related problems within the organisational ICT infrastructure;
- Maintaining stock of ICT support hardware, software and equipment;
- Managing and maintain ICT Security within SASSETA in line with the policy and directives from Management;
- Providing input to the development of ICT Strategic Plan, Policies and Procedures;
- Providing Input and assist in the development of user, functional and technical requirements for systems and applications;
- Evaluating, recommend and implement new systems requests, enhancement and requirements;
- Implementing ICT Disaster management and Business Continuity Planning (Perform and manage Backups and restores as and when needed);
- Managing and maintaining ICT assets and licensing requirements.

JOB REQUIREMENTS

- National Diploma/ or Higher qualification in IT(An NQF 6 qualification)
- A relevant ICT certificates or equivalent (A+, N+ S+ MCSE, MCITP, Enterprise Administrator, ITIL Foundation, SQL);
- A minimum of 5 years relevant and extensive experience in the ICT field.

- Must be computer literate at an expert level.

COMPETENCIES, KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED

- Database Management;
- Microsoft Server skills
- Cloud Computing Skills and Knowledge
- Data Storage and Protection;
- Risk Mitigation and Management;
- Financial Information and HR Systems
- Application development and project management
- Action Orientation;
- Attention to Detail;
- Analytical Thinking Skills;
- Project and Programme Management
- Excellent communication skills, both written and verbal;
- Interpersonal skills;
- Problem solving and decision-making skills.

PLACE OF WORK

SASSETA Office, Riverview Office Park, Janadel Avenue (off Bekker Road), Halfway Gardens MIDRAND.

Submit your application, together with **certified copies of all your qualifications including ID Copy**, using one of the following options:

- **Email:** sassetaHR@sasseta.org.za
- **Post to:** P O Box 7612, Halfway House, 1685
- **Hand Delivery:** Place of work appearing above

Closing Date for Applications: 11 September 2017.

SASSETA is committed to employment equity and therefore applications from the designated groups are encouraged.

Successful candidate will be subjected to security clearance and will also be expected to sign a performance contract.

Only short listed candidates will be contacted .Should you not hear from us after three weeks from the closing date, assume that your application was unsuccessful.

PLEASE NOTE: Applications from unsuccessful candidates will not be retained.

NB: SASSETA reserves the right not to make an appointment.

