



DEPARTMENT OF WATER AND SANITATION

- APPLICATIONS** : **Centres East London:** Cradock, King William's Town; Please forward your applications quoting the reference number to: The Department of Water and Sanitation, Private Bag X7485, King William's Town, 5600 or hand deliver at No. 2 Hargreaves Avenue, King William's Town. For attention: Ms T Solwandle.
- CLOSING DATE** : **9 February 2018 TIME: 16H00**
- POST** : SENIOR INFORMATION TECHNOLOGY TECHNICIAN REF NO: 090218/08
- DIVISION** : INFORMATION TECHNOLOGY AND COMMUNICATION
- SALARY** : R 334 545.00 per annum (level 9)
- CENTRE** : Eastern Cape Region: King William's Town
- REQUIREMENTS** : A National Diploma or Degree in Information Technology. Certification in the following will be advantageous: Certificated Microsoft Engineer, Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Expert (MCSE). A+ and Network+ certification is required. Three(3) years appropriate experience in IT. Knowledge of Windows 7; Windows 8; Windows 10;MS Office 2010, 2013 and Office 365; Symantec Anti-virus; Microsoft SMS; Transversal systems (Persal; BAS; and LOGIS) and ITIL will serve as an advantage. Applicants must have a valid driver's licence(Certified copy must be attached) and be willing to travel to various remote sites and offices. Competencies: An in-depth knowledge of client-server IT environment. Leadership qualities as well as strong customer service and interpersonal skills. Good computer knowledge and skills (Ms Word; Excel and Power Point). Ability to work under pressure. Good communication skills (verbal and written) Exposure to different business application platforms.
- DUTIES** : Manage calls logged on the call management system. Provision of end-user support with regards to hardware; software and network connectivity. Ensure that all IT policies, norms and standards are enforced. Perform quality control for the Local Area Network (LAN). Perform installations, maintenance and upgrading of computer hardware and second-line fault-finding identification. Install and upgrade software applications not performed by resources from the outsourced partner. Provide and maintain internet and e-mail client services. Ensure that antivirus software signature and operating systems patches are up-to-date. Initiate and co-ordinate the change control procedures. Provide technical input for training and development of computer end-user skills. Perform routine back-up for all the available servers. Compile monthly performance reports. The appointees will be expected to perform overtime and standby duties when necessary as well as assist the Deputy Director: Regional Information Services Support with all IT related tasks.
- ENQUIRIES** : Mr B Bharat Tel: (043) 6045440