



## water & sanitation

Department:  
Water and Sanitation  
**REPUBLIC OF SOUTH AFRICA**

### DEPARTMENT OF WATER AND SANITATION

CLOSING DATE: 02 October 2023

NOTE: Interested applicants must submit their applications for employment to the address specified on each post. Applications must be submitted using the newly implemented Z83 form obtainable on the Department of Water and Sanitation's website, under career opportunities or the DPSA website, under vacancies in the Public Service (point 4) and should be accompanied by a comprehensive CV (with full particulars of the applicants' training, qualifications, competencies, knowledge & experience). All required information on the Z83 application form must be provided. Other related documentation such as copies of qualifications, identity document, driver's license etc need not to accompany the application when applying for a post as such documentation must only be produced by shortlisted candidates during the interview date in line with DPSA circular 19 of 2022. With reference to applicants bearing professional or occupational registration, fields provided in Part B of the Z83 must be completed as these fields are regarded as compulsory and such details must also be included in the applicants CV. For posts requiring a driver's license, annotate such details on CV. Failure to complete or disclose all required information will automatically disqualify the applicant. No late applications will be accepted. A SAQA evaluation certificate must accompany foreign qualification/s (only when shortlisted). Applications that do not comply with the above-mentioned requirements will not be considered. Candidates will be required to complete a financial disclosure form and undergo a security clearance. Foreigners or dual citizenship holders must provide a police clearance certificate from country of origin (only when shortlisted). The Department of Water Sanitation is an equal opportunity employer. In the filling of vacant posts, the objectives of section 195 (1) (i) of the Constitution of South Africa, 1996 (Act No: 108 of 1996) the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act No: 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. Correspondence will be limited to short-listed candidates only. If you do not hear from us within three (3) months of this advertisement, please accept that your application has been unsuccessful. Faxed or emailed applications will not be considered. The department reserves the right not to fill these positions. Women and persons with disabilities are encouraged to apply and preference will be given to the EE Targets.

POST: INFORMATION TECHNOLOGY TECHNICIAN IT REF NO: 021023/08

BRANCH: INFRASTRUCTURE MANAGEMENT: CENTRAL OPERATION DIV: MANAGEMENT SERVICES

SALARY: R424 104 per annum (Level 09)

CENTRE: Pretoria

**REQUIREMENTS:** A National Diploma or Degree in Information Technology. Certifications in the following will be advantageous: Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Expert (MCSE), A+ and Network+. 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 added advantage. Knowledge of DWS Asset and Supply Chain Management will be an added advantage. The disclosure of a valid unexpired driver's licence and be willing to travel to various remote sites and offices. Knowledge of the access to Information Act. Knowledge and experience of information technology development and enhancements. Knowledge of administrative and clerical procedures and systems. Knowledge and understanding of PFMA and departmental policies and procedures. 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; Ms Excel and MS Power Point). Ability to work under pressure. Good communication skills both (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. Equipment and software analysis. Physical inspection of equipment for any visible defects. Testing and connection of peripherals on their stations including driver installation. Provision of necessary training in operational use of equipment. Ensure that all IT policies, norms, and standards are enforced. Rolling out of new software on computer equipment as prescribed by office of the CIO. Maintaining of existing hardware and software. Executing Root Cause Analysis with regards to hardware and software incidents and problems. Resolving warranty issues should equipment fall within this category. Providing clients with advice regarding future use of or replacement of equipment/software. Investigate equipment/software capabilities. Decommissioning of hardware and software. Receive equipment that is to be removed from the system. In case of equipment with memory capabilities-ensure all data is permanently removed from devices. Executing client installations of Transversal systems (PERSAL, SAP, BAS, LOGIS) and ensure software connectivity. 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-ups 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. TG Dilima, Tel No: (012) 741 7344

APPLICATIONS: Central Operations. Please forward your applications quoting the relevant reference number to The Department of Water and Sanitation, Private Bag X 273, Pretoria, 0001 or hand deliver at Praetor Forum Building, 1st Floor Reception, 267 Lillian Ngoyi Street, Pretoria, 0001. For attention: Mr KL Manganyi