

1. Position description and grading

Systems Administrator

2. Department and section

Information Technology

3. Job requirements:

3.1.1 Qualifications and Experience

- Diploma N+ and A+ MSCE / Degree in Information Technology would be advantageous
- 3 years IT support experience

3.1.2 Technical Skills and competencies:

- Resilience
- Communication Skills
- Initiative and responsibility
- Constructive teamwork
- Relations and networking
- Influence - Effective communication (verbal and written)
- Analysis and judgment / problem solving
- Systematic approach (planning and organising) Interpersonal Skills

- Problem solving skills
- Verbal and Written communication skills
- Conflict Management skills
- Understanding technology architecture
- Advanced computer literacy skills
- Understanding the application of Microsoft and related suites
- PFMA

3.2. Purpose of the Job

The purpose of this position is to provide first line support to all SANEDI IT users relating to desktop hardware, peripheral devices, printers, telephones and servers. Ensure that there are no downtime or system related interruptions for SANEDI Clients. Monitoring routers, servers and companies network infrastructure to ensure optimal functioning

3.3 a) Role Outputs (Key Performance Areas)

3.3.1 Operations Management

- Effective and efficient Applications and Printing support is provided to SANEDI employees
- Communications support is provided as required
- The lifecycle of IT assets is maintained and recorded
- IT Compliance and adherence is monitored

3.3.2 Finance Management

- Consider cost implications when executing and rendering support services. Ensure the function is managed according to budget

3.3.3. Governance, Risk Management and Management Reporting

- IT Compliance and adherence is monitored

3.3.4 Stakeholder Management

- SANEDI staff are satisfied that the ICT services they receive meets their strategic and operational needs and business continuity is ensured through zero system downtime
- SANEDI Staff IT related Queries are attended to and resolved within the agreed turnaround time
- Maintain transparent and professional relations with external stakeholders (suppliers/ providers)

3.3.5 People Management

- KPA's are understood and achieved as agreed upon in the Performance agreement
- Review performance against agreed performance standards
- Live the values and culture of SANEDI
- Identify and implement development opportunities to ensure continuous improvement of work effectiveness and efficiency

Departmental Information systems and tools are optimally utilized to execute core tasks

For enquiries concerning the positions, please contact:

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Closing date for the application is the **2 August 2022** at 16:00.