SITA

VACANCY
RE- ADVERTISEMENT

REFERENCE NR	:	**CT/SLDS/2017-06**
JOB TITLE	:	**Specialist: LAN & Desktop Support Technician X2**
JOB LEVEL	:	**C5**
SALARY	:	**R 262,979.01 – R438, 298.35**
REPORTS TO	:	**Consultant: LAN & Desktop support**
DIVISION	:	**ICT Service delivery**
DEPT	:	**LAN and Desktop Support**
LOCATION	:	**PRETORIA**
POSITION STATUS	:	**PERMANENT (Internal/External)**

Purpose of the job

The provision of second-level support services relating to specific application systems according to service elements as specified in the applicable service level agreements.

Key Responsibility Area

Do functional user acceptance/system testing against the test plan to ensure optimal functionality of the application. Providing advice or training to users on the application systems' functionality to ensure optimal functionality of applications. Provide advice/specialised services and integrated solutions to applications area within a discipline to functional needs/requirements to ensure optimal usage of the application. Support Functional systems enhancements/changes in accordance with client request to ensure optimal functionality of the application. Compile relevant user procedure manuals/Online-Help and/or equivalent documentation in accordance with standards to ensure accurate data to the User. Provide Integrated Management information support solutions to clients and management to assist them in planning and decision making.

Qualifications and Experience

Minimum of: 3 year Diploma / Degree in a relevant ICT / NQF level 6; and international examination passed; A+ and international examination passed. **Experience:** 3-5 Years' experience in LAN & Desktop Support including Microsoft O/S Server, directory services, and workstation configuration management and security services.

Added Advantage: MCSA international examination, Microsoft Lync \ Skype for Business, Anti-Virus Symantec, VPNC,Internet connections,Attix Backup Solution, Anti-virus Symantic.

Technical Competencies Description

Knowledge of: Knows the organisation's policy framework, management structures and reporting procedures for all aspects of the programme's environment. Solid experience in planning, communication and presentation skills. Product and Solution Development; Systems Integration. Solution Testing; Project Management; ICT Business Environment and Landscape; SDLC, Entity relationship diagrams; Has a good understanding of the business aspects of the application(s) supported, and a thorough knowledge of technical aspects of the application system(s) and the hardware and software environment(s) in which they run. Has gained broad experience of systems development and maintenance and has some experience of project work, and of advising users and management on technical issues. **Skills:** Understanding of IT Strategy and the business strategy of the organisation and the ability to align Applications Development with this strategy; Good understanding of systems design and development, and the management of the SDLC. Ability to implement and monitor methodologies, processes, procedures, standards, and productivity and quality management. Understanding of the relationship between time, quality and cost of work produced and the ability to manage the time / quality / cost relationship Ability to communicate the time / quality / cost relationship to clients and subordinates and the ability to estimate jobs; People management, including managing people on projects. Understanding of software configuration management.

Other Special Requirements

Successful attainment of the required security clearance will be a determination for employment confirmation.

Appointments will be made in line with the SITA Employment Equity Plan

How to apply

Kindly send your CV to**:** lerato.recruitment@sita.co.za

Closing Date: 24 August 2017

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to people from the designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered, please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidate who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- Applications from Recruitment Agencies will not be considered.