VACANCY		

REFERENCE NR	:	**VAC01090, 1091**
JOB TITLE	:	**Consultant: EUC Field Support X2**
JOB LEVEL	:	**D1**
SALARY	:	**R 531 759 – R 797 639**
REPORT TO	:	**Lead Consultant EUC Support**
DIVISION	:	**Service Management Services**
DEPT	:	**End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal & External)**

Purpose of the job

Manage the provisioning of End User Computing Services, planning, coordinating, monitoring and controlling of all support services, systems, servers and other LAN infrastructure related services. Manage the End User Computing Services the maintenance, support services relating to all LAN Infrastructure Services Manage the availability of the services according to prescribed procedures, policies, standards and SLA's. Manage the design, planning, acquisition, implementation, maintenance and Support relating to the all LAN Infrastructure Services. Manage the resolution of hardware and software service requests, incidents and problem resolutions within the LAN infrastructure environment.

Key Responsibility Areas

Manage the provision of desktop support services. Facilitate the implementation of Desktop management Operational plan, processes, policies and standards. The design, implementation, customization and maintenance of the Remote Software deployment strategy. Incident Management. Coordinate all installations and fixes for desktop computers, printers, telephones, software, peripherals, etc. for Departments. Management of the Desktop Management team.

Qualifications and Experience

Minimum: Degree/ National Diploma in IT or Computer Science or IT related fields (NQF level 6.

N+ and international examination passed A+ and international examination passed CCNA/MSCE.

Experience: 5 - 6 years' experience in the End User Computing and related LAN Infrastructure services. 3 years' experience as a Senior Specialist, Senior Specialist EUC Support Engineer, Consultant Network Engineer, Management in a corporate or public sector organization. Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Request Management. Experience in the design, planning, implementation of ICT solutions and services.

Technical Competencies Description

Knowledge & Skills: Extensive knowledge of enterprise class desktop software such as Windows 7, Mac OS X, Linux Red Hat, antivirus, remote management and troubleshooting, asset management and inventory, printing and call centers. General desktop support knowledge including hardware, software, and networking concepts. Knowledge

of ITIL concepts including Service Management and Service Delivery. Knowledge of TCP/IP protocol, routing concepts, and troubleshooting. An advanced knowledge of network management software, concepts, and troubleshooting techniques.

How to apply

1. To apply please log onto the e-Government Portal: www.eservices.gov.za and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For queries/support contact the following people: Prudence.masola@sita.co.za, Masoko.Rallele@sita.co.za and Zanele.sompini@sita.co.za

CV`s sent to the above email addresses will not be considered.

Closing Date: 20 January 2022

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted candidates only. Preference will be given to members of 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 candidates who meet the requirements should apply.
- SITA reserves the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard contract, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.
- CV's sent to the incorrect email addresses will not be considered