



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC00872</b>
<b>JOB TITLE</b>	:	<b>Consultant: Network Server Administrator</b>
<b>JOB LEVEL</b>	:	<b>D2</b>
<b>SALARY</b>	:	<b>R 620 597 - R 930 895</b>
<b>REPORT TO</b>	:	<b>Lead Consultant: Server Administration</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>End User Computing</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To manage the provision of server management and support services, to manage the performance of systems, servers and other related infrastructure, and to ensure all related incidents logged are resolved timeously.

### Key Responsibility Areas

- Manage Server Management Services and Support Service Delivery ensure optimal Call Management within the EUC Server Management environment.
- Facilitate the implementation of EUC Service Management Operational plan, processes, policies and standards.
- Ensure Adherence to Quality Standards and Requirements.
- Manage the provision of EUC Server Management support services.
- Management of the EUC Server Management team.

### Qualifications and Experience

**Minimum:** 3-year National Higher Diploma / National First Degree in Computer Science, IT or a verified / certified IT related @ NQF Level 6

**Certification:** Relevant ICT related certifications (ITIL, Product related, Quality, Leadership, MCSA, MCSE etc) will be an added advantage

**Experience:** 6 - 7 years practical experience in Server Management. which should include: 3 Years' experience as a Manager/ Specialist/Supervisor with management/supervision of business support/operations in a Corporate/Public Sector Organisation. Management of performance of systems, servers and other related infrastructure Management and resolution of incidents logged Experience in the provision of ICT solutions and services.

### Technical Competencies Description

**Knowledge of:** IT and Government Industry IT Products and Services An in-depth knowledge of: Server Operational Management System performance Server Management/Support service offerings Performance Management Contracts and Service Level agreements Opex Management Stakeholder management Knowledge of TCP/IP, DNS, 802.1x, and DHCP protocols Knowledge of Windows and Linux Servers, Server Operations, Server applications, etc. Knowledge of both physical and virtualized servers, especially Hyper V A solid understanding of: Knowledge of hardware and software support for client system/solutions, Mentoring and Coaching of Engineers/Technicians

Management of Server & Storage related technologies Managing through evolving technologies Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications ICT Operational Trends Network Operating Systems Project Management Understanding of Quality assurance standards Understanding of the government regulations Various and relevant legislative framework Behavioural Attributes: Self-confidence, Problem resolution orientation, Planning, communication, team leadership. The incumbent will be required to consult and interact with Government officials, standards generating bodies, accreditation and certification bodies. PFMA Budget planning skills.

#### **Other Special Requirements**

N/A

#### **How to apply**

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://www.eservices.gov.za)** and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) or call 080 1414 882

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

**Closing Date: 23 August 2023**

#### **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.