REFERENCE NR	:	**VAC01069/24 (RE 01)**
JOB TITLE	:	**Senior Specialist Monitoring and Deployment**
JOB LEVEL	:	**D1**
SALARY	:	**R 531 759 – R 797 639**
REPORT TO	:	**Consultant Server Management**
DIVISION	:	**Service Management**
DEPT	:	**SM: End User Computing**
LOCATION	:	**SITA Erasmuskloof**
POSITION STATUS	:	**Permanent (Internal/External)**

Purpose of the job

To account, manage, support, maintain of the monitoring and deployment of the End User Computing supported associated service, rectify faults affecting server and end user devices availability. Manage deployment of software packages and images on servers and end user devices using toolsets. Resolve operational incidents and provide support and associated services in the client's enterprise or LAN environment to ensure good service metrics delivery. Ensure implementation of toolset architecture and design.

Key Responsibility Areas

- Implementation of all services and solutions relating to the monitoring and deployment of server infrastructure and end user device services;
- Rectify the faults affecting the availability of the toolset Development and maintenance of the deployment toolset operational processes and procedures License Management of supported infrastructure
- Software deployment and monitoring
- Implement procedures and standards for Directory Integrated Systems, Servers, end user device related services and monitor adherence thereof.
- Resolution and handling of medium operational Incidents as per SLA incident handling timeframes
- Monitoring of Server and Services Toolsets & Dashboards.

Qualifications and Experience

Required Qualification: Grade 12 plus 3-year National Diploma or Degree or higher in IT related fields or NQF level 6. Certifications: CCM or NetIQ or IBM or other management toolset certification.

Experience: 5-6 years practical experience in support and maintenance of the management toolset for monitoring and deployment of the core server infrastructure and associated services. Which should include: -Maintenance and management of Deployment toolset, -Resolution of incidents logged, -Deployment upgrade of the server hardware/software and end user devices -Monitoring deployment of server and end user device -Implementation and Configuration of toolset architecture and Design. -Infrastructure planning and design.

Technical Competencies Description

Knowledge of: Technical; Proficiency in maintenance of management of deployment toolset and Services (Patch management, Antivirus, DNS, DHCP, Agents etc) Deployment and related services Virtualised server designs and support. Server monitoring Server and end user devices operating system rebuild and restore System's rebuild and restore. Communication skills Verbal Communication Writing skills Reading skills Reporting Interpersonal Skills Honest Self-Management Skills Initiative Integrity Self-Actualization Intellectual Skills Responsible Hard working Team player Solution oriented Diligent Act with Integrity Proactive & Decisive Innovative and Assertive Information Scanning Lateral Thinking Attention to details Problem solving, Decision making and analytical skills.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: 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, 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 contact egovsupport@sita.co.za OR call 080 1414 882

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

Closing Date: 24 April 2024

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 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 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.
- CV`s from Recruitment Agencies will not be considered.