



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC00517/25</b>
<b>JOB TITLE</b>	:	<b>Senior Specialist: Backup Administrator</b>
<b>JOB LEVEL</b>	:	<b>D1</b>
<b>SALARY</b>	:	<b>R 531 759 – R 797 639</b>
<b>REPORT TO</b>	:	<b>Consultant: EUC Information System Security Operations</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>SM: End User Computing - DOD</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To maintain and lead the core Backup infrastructure, rectify faults affecting Backup Infrastructure availability and capacity, install Backup servers, and ensure that contracted data is backed up and restores are functional. Provide 2nd,3rd line, and supervisor support to EUC resources. Resolve medium to high operational incidents and provide support and associated services in the client's enterprise LAN /End-user environment to ensure good service delivery.

### Key Responsibility Areas

- Implementation of all backup services and solutions relating to the Backup infrastructure and Directory services.
- Design procedures and standards for Directory integrated systems, Servers and related services and monitor implementation thereof
- Management/ ownership/ resolution of high medium operational incidents.
- Implementation of Server and Services Toolsets & Dashboards.
- Monitor availability of the backup infrastructure.
- Publish/ distribute server software/ hardware upgrade.

### Qualifications and Experience

**Minimum:** 3-year National Diploma / Degree in IT - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6. Industry Backup product and Security Certificate will be an added advantage.

**Experience:** 5 – 6 years of practical experience in the provision and support of Backup, Security & core server infrastructure, and associated services. Which should include: Installation, configuration, and support of backup server and client software. Knowledge of Architecture and design of Backup Infrastructure. Monitoring of backup jobs. Troubleshooting and rectifying failed backups. Provide support for restore requests. Maintenance of the core server infrastructure. Resolution of incidents logged.

### Technical Competencies Description

**Knowledge of:** Organizational Awareness: IT and Government Industry IT Products and Services An in-depth knowledge of: Server Operational Management System performance Server Performance Drafting backup infrastructure policies and guidelines Management/Support service offerings Stakeholder management knowledge of TCP/IP, DNS, 802.1x, and DHCP protocols; knowledge of Windows and Linux Servers, Server Operations, Backup applications, etc.; knowledge of both physical and virtualized servers, especially Hyper-V; VMware A solid understanding of: Hardware and software support for client systems/solutions, Server & Storage related technologies

& related management toolsets and solutions Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications ICT Operational Trends... Network Operating Systems Project Management NOS/Active Directory/Virtualisation Quality assurance standards DNS, E-Mail, software deployment, Patch management, Core Stack builds VPN technologies and concepts Disaster Recovery Virtualization technologies and concepts Computer and network security principles Operating System Stack builds (OS Imaging). Service Level Management Backup infrastructure policies Data backup and restores. Physical and virtual tape libraries. Documentation (Visio etc.) ITIL Plan, design and build Directory integrated systems. Proficiency in managing, commissioning and maintenance of backup server, security infrastructure and Services (Patch management, Antivirus, DNS, DHCP, Backup Agents etc) Microsoft administration and related services Virtualized server architecture, designs and support. Server monitoring The server operating system rebuilds and restores. Backup servers rebuild and restore. Data backup and restores. Backup tape library infrastructure Communication skills Verbal Communication Writing skills Reading skills Reporting Interpersonal Skills Enabling self and others Questioning Mentorship Self-Management Skills Initiative Integrity Self-Actualization Intellectual Skills Responsible Hard-working Honest Team player Solution-oriented Diligent Act with Integrity Proactive & Decisive Innovative and Assertive Information Scanning Lateral Thinking Negotiation Stakeholder management Attention to details. Understanding of the government regulations Strong problem-solving, Decision making, and analytical skills. Personal Attributes / Behaviors: Agility, Collaboration, Customer Centricity, Integrity, Innovation and Empathy.

#### **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 contact [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: 13 May 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.