



VACANCY

REFERENCE NR	:	VAC01338
JOB TITLE	:	Senior Specialist: EUC Support Engineer
JOB LEVEL	:	D1
SALARY	:	R 531 759 – R 797 639
REPORT TO	:	Senior Manager: EUC
DIVISION	:	SM: EUC Nat Support
DEPT	:	End user Computing
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide technical consultation and support to procedures and standards for new or existing solutions. Coordinate the evaluation, testing and integration testing of hardware and software and commissioning of distributed LAN/WAN items and services. To leading a variety of engineering activities including the troubleshooting, design, deployment and support of networking solutions. In this role you will combine your skills of routing & switching and Nexus switches with emerging networking technologies.

Key Responsibility Areas

- Provide inputs into the development and oversee the implementation of the Application Support Services Strategy that is aligned to the ICT Service Delivery Strategy to ensure the provisioning of integrated LAN & Desktop Support Services function to the National Clients, thereby enabling SITA to achieve its mandate.
- To implement and execute industry standard desktop support policies and procedures to SITA clients in a manner that reduces operating costs and downtime, enhances performance, and creates opportunities for increased service delivery to SITA's clients
- To implement and enforce procedures to maintain inventory data on desktop-related hardware and software to ensure cost effective allocation of resources and ongoing compliance with software licensing obligations
- Promote innovation and improve the business environment by effectively and efficiently managing the enterprise's local IT hardware and software resources, which connect to the Local Area Network to support individual and collective use to the end users to ensure availability of applications to the end users
- To implement and execute processes and procedures for monitoring and escalation of reported issues and incidents based on agreed service level agreements with SITA clients to ensure improved incident resolution and improved customer satisfaction
- To implement the Lan & Desktop Support services operational plan in line with the budget requirements through ensuring that the LAN & Desktop services has sufficient capacity to deliver to the SITA Clients, thereby enabling Lan & Desktop Services to achieve its objectives.

Qualifications and Experience

Minimum: 3-year Diploma/Degree in Computer Science, IT or related fields. Relevant ICT related certifications (ITIL, CCNP Routing and Switching, CCNA Wireless) will be an added advantage.

Experience: 5- 6 years' experience in Wide Area Network (WAN), Local Area Network (LAN) Troubleshooting Technology, Network topology, Network Design, Application Layer and routing protocols. Proficiency Routing and switching technologies and protocols, Nexus Switches, Wireless technology, Network Operating Systems, Project Management ITIL, fault, configuration, accounting performance and security management.

Technical Competencies Description

Knowledge in Troubleshooting, Plan, implement and document solutions in a complex network environment in support of new and existing technology architectures. Work with other LAN/WAN teams such as server administrators and security to resolve customer network issues. Understanding of concepts: TCP/IP, VPN, MPLS, ISIS and/or OSPF, BGP Understanding of Nexus Switches: N5K and N7K. Knowledgeable in Wireless: Controllers, Access Points and Radius Servers. To develop state of the art solutions which are technically sound. Knowledge of define, implement and document operational processes and procedures with periodic review for efficiency and improvement Support complex projects from inception to completion. Work collaboratively with customers and technology teams to ensure high quality of solution delivery. Encourage best practice and knowledge sharing with partners and cross-functional groups Provide recommendations as they pertain to improvements in support/development initiatives and facilitate implementation with partners and cross-functional groups within the Business. Participate in high level technical solution definition and design during the implementation phase with the goal of providing reliable, stable and operationally sound applications that meet the Business requirements. Ability to understand and translate business requirements into technical specifications. Provide level 2 and level 3 support to internal staff and top customer. Perform other duties as deemed necessary and assigned by management Strong interpersonal skills and problem-solving abilities Participate in 24x7 on-call rotation supporting systems to meet SLAs. Knowledge of hardware and software support for client system/solutions, Understanding of Server Support solutions. System performance and security indicators. Knowledge of design principles and practices. Knowledge of computing and information technology strategic plans, procedures programs and schedules for computer services, network communications, and management information services. Understanding of telephonic support process. Understanding of Call Centre/ Help desk operations and practices. Knowledge of Service Management systems (ASPECT /ARS/ITSM7) or equivalent applications. Understanding of Call lifecycle. Understanding of Quality assurance standards Various and relevant legislations. State Information Technology Act. Company's Act. 1 King Code III. Financial legislation: Public Finance Management Act (PFMA), Treasury Regulations, Tax Laws.

Other Special Requirements

N/A.

How to apply

Kindly forward your CV to: Puleng.recruitment@sita.co.za

Closing Date: 28 October 2021

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.
- CV's sent to incorrect email address will not be considered