



#### VACANCY - 842

REFERENCE NR	:	VAC00586/24
JOB TITLE	:	Specialist: Server Administrator
JOB LEVEL	:	C5
SALARY	:	R 455 638 – R 683 457
REPORT TO	:	Consultant Infrastructure Implementation Services
DIVISION	:	Service Management
DEPT	:	SM: EUC Infrastructure Implementation Services
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

#### Purpose of the job

Design, planning, acquisition and implementation of all related Server Infrastructure Services. Support and maintenance of all Server related Infrastructure including hardware and software. Manage the provisioning of all Server related Infrastructure Services, planning, coordinating, monitoring and controlling to ensure availability of the services according to the Service Level Agreements (SLA's). Ensure the resolution of hardware and software incidents and service requests are within the contracted agreements. Support and maintenance of all Server related infrastructure to comply with the prescribed policies, procedures, standards and governance frameworks.

#### Key Responsibility Areas

- Provide support and maintenance for all server related infrastructure such as Active Directory Services Messaging, Virtualization and server infrastructure technology stack and supporting services (DNS, DHCP, etc.)
- Determine server infrastructure user requirements for a project or Service level agreement (SLA);
- Follow change management processes to log calls for any server implementation changes
- Advise and rectify the faults affecting the availability of the server
- Lead project implementations, design solutions, document user requirements
- Develop and maintain installation and configuration procedures.
- Install servers Operating System and plan capacity
- Implement procedures and standards for Directory Integrated Systems, Servers and related services and monitor adherence thereof
- Document implementation strategy\deployments and technical approach in projects.
- Resolution and handling of medium operational Incidents as per SLA incident handling timeframes
- Understanding of the Monitoring of Server and Services Toolsets & Dashboards
- Support, implement, and comply with cybersecurity requirements and controls in the server administration aspect
- Provide technical support for organizational projects and Work as a team with other cross functional teams to achieve tasks

- Coordinate activities with IT Management, other technical teams and stakeholders.
- Perform periodic server performance reporting to support capacity planning.
- Participate in new technology research and development to continuously improve processes.
- Develop Virtualisation, OS, Directory Services, messaging and related server infrastructure operational processes and procedures.

## Qualifications and Experience

**Minimum:** Grade 12 plus 3-year IT Diploma / Degree in in Computer Science, or IT/related fields (NQF level 6). MCSE or MCITP or MCSA and Azure Administration certified or equivalent certification.

**Experience:** 3 - 5 years' experience as a Server Administrator in the provisioning, support and maintenance and support of all Server related Infrastructure such as Enterprise Directory Services, virtualization and server infrastructure technology stack. Understanding and solid background in Active Directory, Microsoft Exchange, MS Office 365, Azure and other e-mail related systems such as GroupWise. Exposure to information system security technical standards (e.g.: SSL certificates and patches) and strong background in Linux will be an added advantage. Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Experience in the design, planning, implementation of an Enterprise Server solutions and services.

## Technical Competencies Description

Organizational Awareness: IT and Government Industry IT Products and Services Knowledge of: System performance Server Performance 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; Understanding of the government regulations ;Understanding of: Hardware and software support for client system/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 Virtualisation technologies and concepts. Computer and network security principles, Operating System Stack builds (OS Imaging). Service Level Management Technical: Proficiency in maintenance of Core Server infrastructure and Services (Patch management, Antivirus, DNS, DHCP, Agents etc). Microsoft administration and related services. Virtualized server designs and support. Server monitoring. Server operating system rebuilds and restore. Domain controllers rebuild and restore. Communication skills. Verbal Communication, writing skills, reading skills and Reporting. Interpersonal Skills. Honesty, 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, analytical skills.

Technical competencies: Microsoft Certification (MCSE) or equivalent certification; Advanced knowledge of Windows Server / Desktop Operating Systems. Managing server virtualization technologies like VMWare Server and HyperV. Knowledge of Network and TCP/IP routing/subnetting. A good understanding of LAN / WAN networking. Group policy design and configuration. Active Directory (user and group policies administration). Office 365 and Azure experience. Ability to troubleshoot complex infrastructure issues. Strong communication and documentation skills. Understand remote tools and server management tools.

## Other Special Requirements

Added benefits: Linux experience\ or certification, SSCM and SCOM experience\ or certification; Virtualisation experience and Cloud experience.

## 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: 10 May 2023**

## 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.