SITA

VACANCY ADVERTISEMENT

Vacancy Information Download	

Reference Number:	SITA/20250415/2267
BPS Vacancy Number:	VAC00384/26
Job Title:	Consultant: Network Server Administrator
Job Level:	D2
Vacancy Type:	Internal & External
Salary Range:	R651627.00 - R977440.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	SM: HOD End User Computing
Employment Type:	Permanent
Location:	Erasmuskloof
Number Of Openings:	1

Purpose of 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.

Responsibilities:

.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:

Required Qualification
3-year National Higher Diploma / National First Degree in Computer Science, IT or a verified / certified IT related @ NQF Level 6.

Work 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.

Knowledge:

Knowledge
Organizational Awareness: 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.

Technical Competencies

IT Service Management

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.

Business Writing

Conveys written information and business reports in a detailed and effective manner to individuals or groups to ensure that they understand the message.

Software Quality Management

Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security.

Interpersonal and Behavioural Competencies

Active listening

The ability to fully concentrate on what is being said rather than just passively 'hearing' the message of the speaker.

Attention to Detail

The ability to ensures information is complete and accurate.

Analytical thinking

Identifies issues; obtains relevant information, relates and compares data from different sources, and identifies alternative solutions.

Continuous Learning

The ability to constantly expand one's skill set.

Disciplined

Showing a controlled form of behaviour or way of working, diligently.

Empathy

The ability to understand and share the feelings of another.

Inclusivity

The practice or policy of including people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of minority groups.

Resilience

The ability to effectively handle disappointment, rejection and set-backs while still working well and meeting deadlines.

Stress Management

The ability to keep functioning effectively when under pressure and maintain self control in the adversity.

Additional Requirements

n/a

How to apply

To apply please log onto the e-Government Portal: 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 http://www.eservices.gov.za/, then follow the below steps:
1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen";
3. Log in using your username and password;
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

For support, please send an email to: egovsupport@sita.co.za or Call: 0801414882

Closing Date : 25 Apr 2025

Disclaimer

******NB: EMAILED CV'S WILL NOT BE ACCEPTED******