



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20230620/971
BPS Vacancy Number:	VAC 00735
Job Title:	Specialist Server Administrator
Job Level:	C5
Vacancy Type:	Internal & External
Salary Range:	R478420.00 - R717630.00
Organisation Name:	State Information Technology Agency
Division:	NRCS: National and Regional Consulting Services
Department:	Prov EC: End User Computing
Employment Type:	Contract
Contract Duration:	60-Months Fixed Term Contract
Location:	Bhisho
Number Of Openings:	1

Purpose of 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 the availability the services according to the Service Level Agreements Ensure the resolution of hardware and software incidents and service requests according to contracted Agreements Support and maintenance of all Server related Infrastructure according to prescribed policies, procedures, standards and governance frameworks

Responsibilities:

Investigate confirm refer log a call to upgrade the server Rectify the faults affecting the availability of the server Installation of servers Implement procedures and standards for Directory Integrated Systems, Servers and 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:

Minimum: Grade 12 plus 3-year IT Diploma / Degree in in Computer Science, or IT/related fields (NQF level 6).

Certification: MCSA, MCSE, MCITP.

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. 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.

Knowledge:

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 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 Server solutions and services

Technical Competencies

Application Development

The specification and design of software to meet defined requirements by following agreed design standards and principles. The definition of software, components, interfaces and related characteristics. The identification of concepts and patterns and the translation into a design which provides a basis for software construction and verification. The evaluation of alternative solutions and trade-offs. The facilitation of design decisions within the constraints of systems designs, design standards, quality, feasibility, extensibility and maintainability. The development and iteration of prototypes/simulations to enable informed decision-making. The adoption and adaptation of software design models, tools and techniques based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Database Administration

The installation, configuration, upgrade, administration, monitoring and maintenance of databases. Providing support for operational databases in production use and for internal or interim purposes such as iterative developments and testing. Improving the performance of databases and the tools and processes for database administration (including automation).

Database Management

The manipulation and control of data to meet necessary conditions throughout the entire data lifecycle.

System Maintenance & Support

The provision of system maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the system's functionality, correct operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications.

Network/Infrastructure Management

The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

IT Risk Management

The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.

Vendor/Supplier Management

The alignment of an organisation's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality. The establishment of working relationships based on collaboration, trust, and open communication in order to encourage co-innovation and service improvement with suppliers. The proactive engagement of suppliers for mutual benefit to resolve operational incidents, problems, poor performance and other sources of conflict. The use of clear escalation paths for discussing and resolving issues. The management of performance and risks across multiple suppliers (internal and external) using a set of agreed metrics.

Application Maintenance and Support

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

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 ensure information is complete and accurate.

Analytical thinking

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

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@sitaco.za or Call: 0801414882

Closing Date : 30 Jun 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

- 1 If you do not hear from us within two months of the closing date, please regard your application as unsuccessful
- 2 Applications received after the closing date will not be considered Please clearly indicate the reference number of the position you are applying for
- 3 It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority SAQA
- 4 Only candidates who meet the requirements should apply
- 5 SITA reserves a right not to make an appointment
- 6 Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant's documents Qualifications, and reference checking
- 7 Correspondence will be entered to with shortlisted candidates only
- 8 CV's from Recruitment Agencies will not be considered
- 9 CV's sent to incorrect email address will not be considered

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