

BUSINESS UNIT: NICD
DISCIPLINE: MANAGEMENT AND ADMINISTRATION
LOCATION: SANDRINGHAM
POSITION: ICT INFRASTRUCTURE ENGINEER (SENIOR)
(FIXED TERM CONTRACT: 12 MONTHS) (RE-ADVERTISEMENT)
PAY GRADE: C5
REFERENCE NUMBER: NICDCDC1120/001-04

Responsible for the installation, maintenance, management, availability and security of the network, hardware/servers and software in order to provide an effective IT environment to support the activities of the Institute.

Key Job Responsibilities

■Optimise and maintain the LAN, WLAN and WAN and in doing so provide an effective, reliable and secure communications infrastructure that follows industry best practice to underpin the Institutes infrastructure and systems ■Design, install, configure and support all Microsoft servers and Microsoft services including SQL server ■Effectively implement and manage the delivery of ICT Infrastructure projects, based on a broad and detailed knowledge of the current and emerging technologies that will improve the ICT facilities throughout the Institute ■Maintain and monitor the integrity of the Institutes electronically held information by performing regular reviews and testing of the back-up systems, disaster recovery planning and input into the Business Continuity plan where appropriate and; informing the Institute of required changes and enhancements to continually improve the Institutes recovery position ■Advise and inform Senior Management on technical issues as part of the decision making process for technical direction and procurement of new systems ■Be responsible for maintaining the Institutes computer inventory, software inventory and computer audits ■Configure hardware, software and network solutions to meet business need ■Ensure that the network is operational during access hours ■Support 1st and 2nd line support staff and be responsible for resolving failures in hardware and software while ensuring good communication with all staff within the institute so all are aware of the issues and when they will be resolved ■Ensure the preparation and maintenance of documentation, manuals, procedures (SOP) and user notes ■Monitor the use of hardware and software and ensure all software is licensed ■Be responsible for setting up and testing the ICT firewall security systems and ensuring virus checks are implemented ■Assist the ICT Infrastructure and Support Lead as required in managing the ICT staff, including training, coaching and appraisal ■Support and monitor the Helpdesk Management System.

Minimum requirements and Key Competencies

■Three Year Diploma/ or Degree in IT ■IT Certification ■MCSE Certification ■CCNA ■ITIL Foundation Certification ■Six (6) years IT experience ■3 (Three) years Hands-on/technical background and knowledge of core Microsoft technologies including but not limited to Windows Servers, Active Directory, MS SQL server (essential), Hyper-V ■Three (3) years Hands-on/technical background and knowledge of core Network/Cisco technologies like LAN/wLAN/WAN, subnets, firewalls, VLAN's, and VPN using Cisco switches, routers and ASA's ■Troubleshooting and issue resolution ■Three (3) years Project Management experience ■Desktop Hardware and Software Support in a Customer Service Environment ■LAN, WLAN, WAN set up and configuration ■VLAN, routing and routed protocols ■Cabling standards(UTP and Fibre) ■System monitoring and management (e.g. System Centre, Solar Winds) ■Netflow STATS monitoring and interpretations ■Incident management and IT service management process ■Windows Server 2008/2012, Server network and Hyper-V Virtualisation ■Exchange Server ■DHCP and DNS ■LAN and storage ■Active Directory and Group Policy.

Enquiries may be directed to Gomotsang Mogomane @ 011 386 6425, email application to Recruiter2@nicd.ac.za