

<b>Job Title:</b>	IT Support Technician - Permanent
<b>Organisation:</b>	NEMISA
<b>Department:</b>	Information and Communications Technology
<b>Location:</b>	Gauteng Parktown
<b>Salary Range:</b>	Grade 8
<b>Upward Reporting Relationships:</b>	Manager: Information and Communications Technology
<b>Reference Number:</b>	NEM-10/11/2018

### MAIN PURPOSE OF JOB

To assist with the provision of an Information Technology service that will provide dedicated support to the Institute in order to enable the management of their information technology needs effectively, efficiently and consistently.

### JOB OBJECTIVES

- Assist all business units and users with any logged IT related incident when called upon
- Ensure that all employees are operational with the set-up of workstations, network access, e-mail and shared services
- Assist in the set-up and resolve incidents with printers, copiers and scanners
- Troubleshoot IT related problems as they arise and provide timeous solutions to ensure effective operations
- Conduct daily network backup operations to ensure the integrity of data
- Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible
- Ensure the proper escalation of incidents to other support teams or service providers where necessary
- Assist employees with the installation, configuration and ongoing usability of systems hardware and software
- Diagnose and resolve software and hardware incidents
- Research, identify and recommend improvement to software capabilities and tools in order to deliver value to the business
- Ensure the appropriate upgrade of systems software and hardware as required from time to time
- Conduct software tests for implementation and advise on suitability for use
- Escalate all irregular software installation for resolution
- Ensure that all hardware is tracked and recorded on the appropriate asset register
- Ensure that all hardware taken off-site is recorded and accounted for
- Identify and minimise information and infrastructure security vulnerabilities within the Institute
- Provide input into the Institute's security strategy and goals
- Install and use software, such as firewalls and data encryption programs, to protect sensitive information
- Work closely with the information asset owners to identify vulnerabilities affecting confidentiality, integrity

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Non-executive Directors: Prof Walter Claassen (Chairperson); Prof Manoj Maharaj; Ms Sarien Kersh; Ms Nelisiwe "Ncedi" Mkhalihi; Mr Phuti Phukubje and Mr Lucas Mello  
Executive Directors: CEO (Vacant): Mr Thilivhali Ramawa (CFO)  
Company Secretary: Ms Mapula Thebetha

Reg no. 98/14825/08



and availability of information

- Establish a sustainable vulnerability management program that ensures understanding of threats, vulnerabilities, attacks and counter measures and how to respond effectively
- Create a suitable security metrics and provide training to improve and modify these metrics based on evolving threats
- Actively monitor computer networks for security threats
- Conduct penetration testing and perform vulnerability scans, highlight scan results, generate report on the scan and recommend remedial action where deviations are identified
- Research the latest information technology security trends
- Maintain and log all firewall changes
- Monitor and coordinate audit trail (log) management and reviews
- Monitor and coordinate Patch and Anti-Virus updates
- Ensure protection of systems by defining access privileges, control structures, and resources
- Actively monitor computer networks for unauthorised users
  
- Undertake the monitoring and evaluation of the IT performance indicators
- Monitor all software usage within the Institute to ensure compliance to set protocols
- Provide input to ICT related policies, and ensure that all procedural manuals and guidelines are updated and disseminated accordingly
- Ensure that all users comply to set policies, guidelines and protocols for the use of IT resources
- Assist with the formulation and circulation of reports in accordance with management requirements and Institute policies and procedure
  
- Provide general project support for the implementation of strategic initiatives throughout the Institute
- Ensure that all assigned activities are delivered against project deadline and to agreed scope
  
- Provide user training to improve understanding and functioning of software and hardware infrastructure
- Participate in internal and external stakeholder forums as directed
- Engage with ICT service providers as and when required to ensure the effective and efficient delivery of services and products
- Represent and participate in the Institute's committees and/or task teams
- Provide advocacy to all business units and CoLabs on the appropriate use of hardware and software infrastructure
- Attend meetings and present findings to members and management when required

**Education: Formal Qualifications**

*Education involves the acquisition of knowledge and skills through learning where subject matter is imparted systematically. Formal qualifications are obtained by studying at formal institutions e.g. universities, Technikons, colleges, etc.*

<b>Level of Education:</b>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>• National Diploma in Computer Systems or ICT technical stream or equivalent</li> </ul>	<b>Ideal:</b> <ul style="list-style-type: none"> <li>• B-Degree in Information Systems or Computer Science or equivalent</li> </ul>
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**Job related Work Experience**

*Experience is obtained through opportunities for exposure and practice at work. It includes all working experience that has some bearing on the job and is not restricted to the current organisation. Supervised on-the-job training, internships and learnerships are incorporated within this category.*

**Minimum:**

- 2-3 years' experience in IT Solutions Architecture including network, server, systems and desktop configuration and support

**Ideal:**

- 3+ years' experience in IT Solutions Architecture including network, server, systems and desktop configuration and support

**Job related Knowledge**

*Job-related knowledge is typically gained through formal or informal training programs (these exclude programs through which Formal Qualifications are attained). It includes knowledge of facts, data and information and understanding the rationale behind models, theories and principles.*

- Knowledge of and troubleshooting with Microsoft Windows and Office, and Symantec
- Knowledge and understanding of PC hardware, networking and server set-up and configuration
- Knowledge of shared services, printers and scanner set-up
- Project Management principles
- IT Systems Administration and Support
- Knowledge of e-Skills and social media platforms an advantage
  
- Strong Analytical, Quantitative and Problem-Solving Skills
- Ability to produce clear, concise and accurate documentation
- Report Writing
- Adept learning ability
- Able to coordinate and drive strategic initiatives
- MS Office and SharePoint
- Good communication and teaching skills
- Cooperation and willingness

**Competency requirements**

- Analysis and Problem Solving
- Strategic thinking
- Planning and organising
- Detailed focus
- Logical reasoning
- Critical judgement
- Decisiveness
- Information gathering
- Initiative
- Commercial acumen
- Emotional maturity
- Flexibility
- Communication (Written and Verbal)
- Impact and influence
- Emotional maturity
- Results and quality focus

**Important note:**

Please email through comprehensive CV and certified copies of Qualifications/Supporting documents to:

**[ittechnician@nemisa.co.za](mailto:ittechnician@nemisa.co.za)**

- If you do not hear from us within one week of the closing date, please regard your application as unsuccessful.
- Preference will be given to historically disadvantaged applicants.
- Only candidates who meet the minimum requirements should apply. Correspondence will only be limited to short listed candidates.
- NEMISA reserves the right not to make an appointment.
- Closing Date: **10 December 2018** (16:00pm).



*We are committed to Employment Equity when recruiting internally and externally. It is company policy to promote from within wherever possible. Therefore, please be aware that internal candidates will be considered first before reviewing external applicants, if this supports achievement of our Employment Equity goals.*