



TECHNICAL SPECIALIST ENTERPRISE INFRASTRUCTURE SERVICES

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing highly specialized technical support for business-critical services and/or infrastructure and have project management experience in a progressive ICT environment, with a strong customer focus and a demonstrable track record of innovative thinking, project-based delivery and productive interactions across multiple teams? The Enterprise Infrastructure and Services division seeks a Technical Specialist to develop infrastructure and services through project work, design, maintain and manage complete systems, support ICT systems, services and infrastructure and provide technical leadership in a complex and heterogeneous systems and infrastructure environment. This is a role which plays a critical part in ensuring that UCT derives value from its investment in IT infrastructure and reports to a senior manager.

Responsibilities include:

- Providing highly specialized technical support for business-critical services, systems and/or infrastructure.
- Designing, maintaining, managing and developing one or more business-critical ICT systems and/or infrastructure service components.
- Responsible developing and implementing infrastructure, systems and services through project work
- Provides technical leadership for one or more systems and/or infrastructure service components
- The Senior Technical Specialist reports to a Senior Manager.

Minimum requirements include:

- Relevant qualification at NQF level 7 and/or 10 years' experience in enterprise ICT applications and infrastructure of which 5 years must be relevant current technical hands on experience

Required non-technical skills include:

- Ability to prioritize and manage work under pressure.
- Excellent written and spoken communication skills.
- Ability to coach and mentor junior colleagues
- A strong customer service ethic.
- Ability to work as part of a team
- Analysis and problem solving ability

Required Technical skills and competencies

- Expert in implementing and administering cloud based services e.g. Microsoft Office 365 including email, Google for Business solutions.
- Expert in implementing and administering of Microsoft Exchange, including 2010, 2013, 2016 or online versions
- Experience in implementing and supporting web based office online applications (Word, Excel, Powerpoint, etc)
- Working knowledge and experience of virtual hosting environments: VMWare, HyperV, Citrix etc.
- Demonstrated ability to manage system resources including performance, capacity, availability, serviceability, and recoverability
- Solid knowledge of network infrastructure services e.g. DNS, DHCP and various networking protocols

Advantageous Skills

- Relevant technology certifications and/or a qualification at NQF 8 and/or relevant experience in Higher Education is advantageous
- Sharepoint Online, including Office Online and an on-premis Hybrid Configuration
- Skype for Business Online, including Office Online and an on-premis Hybrid Configuration
- Azure Active Directory, Azure Rights Management Services
- Enterprise Mobility & Security solutions, including InTune Azure AD Premium, Azure Information Protection, Advanced Threat Analytics and Protection
- Working knowledge software and operating system distribution solutions
- Working knowledge of application and operating system updating and remote configuration mechanisms e.g. WSUS, SCCM
- Working knowledge of operating system related scripting languages

The annual remuneration package, including benefits, is between R543772 and R639730

To apply, please e-mail the below documents in a **single pdf file** to: icts-jobs@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo a competency test.

Telephone: 021 650 3012

Website: www.icts.uct.ac.za

Reference: E80102

Closing date: 13 August 2018

UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>

UCT reserves the right not to appoint.