



APPLICATION SUPPORT SPECIALISTS ENTERPRISE INFRASTRUCTURE SERVICES

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing intermediate 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 4 Systems Engineers to develop infrastructure and services through project work, to 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 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 for developing and implementing infrastructure, systems and services through project work
- Provides technical leadership for one or more system and/or infrastructure service components

Required non-technical skills include:

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

The following technical skills and competencies are required for all the positions listed.

- Expert in application life-cycle management methodologies including technologies
- Expert operating system knowledge at advanced administration level: Linux and/or Windows
- Working knowledge of authentication and authorization technologies and protocols
- Working knowledge of virtual hosting environments: VMWare, HyperV, Citrix etc.
- Working knowledge of implementing and configuring Software as a Service solution
- Working knowledge of automating deployment, scaling, and management of containerized applications e.g. Docker, Kubernetes
- Working knowledge of Single Sign-on/Federation technologies such as CAS, SimpleSamIPHP, ADFS or Shibboleth
- 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 7 and/or relevant experience in Higher Education is advantageous.

Technical Specialist (Three positions available) (R543772 – R639730)

Minimum requirements include:

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

Technical expertise required:

- Expert in ITSM. Qualifications and/or experience in ITSM, Service Now, ITIL, COBIT, Business Analysis, CSS and scripting languages would be advantageous and/or

- Expert in systems monitoring and reporting. Qualifications and/or experience in network, platform and application monitoring with experience in two or more of MS SCOM, MS SCCM, WSUS, Sintrex with API and integration experience would be advantageous and/or
- Expert in teaching & learning and research application platform support. Working knowledge in OpenCast Matterhorn, REST API's, shell scripting, java web applications, or alike

Senior System Engineer (Two positions available) (R443134 to R521333)

Minimum requirements include:

- Relevant qualification at NQF level 6 and/or 5 years' experience in enterprise ICT applications and infrastructure of which 3 years must be relevant current technical hands on experience

Technical expertise required:

- Qualifications and/or proven ability and experience in database administration. Microsoft SQL, MySQL, PostgreSQL, Mongo or MariaDB would be advantageous. Monitoring performance and managing parameters to provide fast responses to front-end users. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata); Controlling access permissions and privileges; Developing, managing and testing back-up and recovery plans; Ensuring that storage and archiving procedures are functioning correctly; Database infrastructure capacity monitoring and planning and/or
- Proficient in application life-cycle management methodologies including technologies, web server administration in LAMP environments.

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://web.uct.ac.za/depts/sapweb/forms/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: E80129

Closing date: 14 February 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.