



# APPLICATION SUPPORT SPECIALISTS ENTERPRISE INFRASTRUCTURE SERVICES

## Senior Technical Specialist – ERP systems INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing specialist 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 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. These roles play 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 ERP infrastructure including application support, business-critical services.
- 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

### 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
- Expert in application life-cycle management methodologies including technologies
- Expert Windows operating system knowledge at advanced administration level
- Expert in ERP support (Peoplesoft specific support would be advantageous)
- Working knowledge of virtual hosting environments: VMWare, HyperV, Citrix etc.
- Demonstrated ability to manage system resources including performance, capacity, availability, serviceability, and recoverability

### Advantageous:

- Working knowledge of authentication and authorization technologies and protocols
- Working knowledge of Single Sign-on/Federation technologies such as CAS, SimpleSamlPhp, ADFS or Shibboleth
- Working knowledge of database technologies such as MS SQL, MySQL and Oracle DB2
- Working knowledge of network infrastructure services e.g. DNS, DHCP and various networking protocols
- Experience with API's and integration, Business Analysis, CSS and scripting languages and/or application performance optimization

The annual remuneration package, including benefits, is R737101 to R867177 per annum.

**To apply**, please e-mail the below documents in a **single pdf file** to: [icts-jobs@uct.ac.za](mailto: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](http://www.icts.uct.ac.za)

**Closing date:** 30 May 2018

**Reference number:** E80522

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.