



SENIOR SYSTEM ENGINEER: APPLICATION SUPPORT (Payclass 10)

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 a Senior Systems Engineer 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.
- Maintaining and managing business-critical ICT systems and/or infrastructure services.
- Troubleshooting, remediation and optimization of business-critical services, systems and/or infrastructure.
- 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 6 and 5-years' experience in enterprise ICT applications and infrastructure and support
- Solid knowledge of network infrastructure services e.g. DNS, DHCP and networking protocols
- 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
- Experience in project management.

Advantageous:

- Web server administration, configuration and optimization (Apache, Tomcat, IIS).
- Database administration (MS SQL, MySQL, PostgreSQL, Mongo or MariaDB).
- Application performance monitoring, troubleshooting and optimization.
- Microsoft application administration (SharePoint, Office365, etc.)
- Proven experience with opensource application configuration and administration.

The annual remuneration package, including benefits, is between R501200 and R589646, depending on experience and qualifications.

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: E20801

Closing date: 16 August 2020

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.