

## JOB PROFILE

### 1. Position Detail

Job Title	ICT Specialist
Job Grade	C5
Date Reviewed	15 January 2024
Location	Auckland Park, Johannesburg

#### Position in the Organisation:

Department	Information Communication Technology (IT)
1st Line Manager	Manager: ICT
2nd Line Manager	Executive Manager: Corporate Services
Direct Subordinate(s)	None

#### Overall Purpose of the Job

Purpose Statement
To provide Information Technology (IT) support to MDDA through the efficient implementation, service and maintenance of the MDDA systems and infrastructure, in accordance with IT policies and procedures.

#### Education (Formal Qualification Required)

Minimum
NQF Level 6 Qualification in Information Technology or equivalent (e.g. National Diploma)
Advantageous
NQF Level 7 Qualification in Information Technology (e.g. B Degree)

#### Legal Requirements (e.g. Driver's License, etc.)

Detail
IT Certification i.e. MCSE or MCSA

#### Experience (Experience Required - Number of years)

Minimum
5 years IT experience
Advantageous
System administration experience

## 2. Position Description

Key Performance Area / Main Output	Detailed Description / Inputs	Weighting
<b>ICT Strategy Implementation Support</b>	<ul style="list-style-type: none"> <li>Contribute towards the development of the IT annual operating plan in consultation with the line manager</li> <li>Continuously evaluate IT trends and anticipated IT requirements to implement the IT annual operating plan</li> <li>Contribute towards the development and maintenance of IT policies and procedures</li> <li>Identify and communicate potential IT weaknesses and risks, developing appropriate risk mitigation plans for approval by the line manager</li> <li>Conduct IT system reviews to ensure accessibility to the systems</li> </ul>	10%
<b>Help Desk Support</b>	<ul style="list-style-type: none"> <li>Receive and prioritise end user support calls and requests for IT queries</li> <li>Trouble shoot problems with remote and local users to analyse, diagnose and resolve application and operating system related problems</li> <li>Provide guidance to new users with start-up / log-on procedures and sequences, tools and capabilities of associated packages</li> <li>Create user accounts and configure permissions and security</li> <li>Configure new PCs/laptops for end uses</li> <li>Provide support to end users on technical and software-related problems based around operating systems and any associated applications</li> <li>Log all reported incidents</li> <li>Generate helpdesk reports</li> <li>Capacitate staff by providing in-house training and advise on IT policies and procures</li> </ul>	25%
<b>IT Maintenance Support</b>	<ul style="list-style-type: none"> <li>Install, configure and test applicable software and hardware</li> <li>Perform upgrades and repairs to software and hardware</li> <li>Configure share drives</li> <li>Maintain and administer network printer setup</li> <li>Administer mailbox accounts on exchange server / POP</li> <li>Set up, install and test new equipment and systems and monitor functionality in the live environment</li> <li>Implement and coordinate system updates and replacement of "old" versions</li> <li>Troubleshoot system access to manage crisis situations and to ensure systems are fully operational and reliable</li> <li>Set up and maintain the internet and intranet</li> <li>Install new network peripherals (hubs, networks cards)</li> <li>Liaise with the appointed service provider for maintenance IT systems</li> </ul>	25%
<b>IT Security &amp; Service Continuity</b>	<ul style="list-style-type: none"> <li>Manage the end point (anti-virus) solution to secure data: <ul style="list-style-type: none"> <li>Set up and link users</li> <li>Update end point</li> <li>Monitor the licensing of end point</li> <li>Attend to problems and security threats and apply fix</li> </ul> </li> <li>Install, configure and maintain the firewall</li> <li>Implement IT disaster recovery and back-up procedures and participate in the annual review on systems</li> <li>Restore data as per request from the user e.g. file deleted or corrupt file</li> <li>Configure user rights to ensure the correct access control to certain applications</li> <li>Create user id's and maintain user account credentials</li> <li>Configure and monitor surveillance and access control systems</li> <li>Monitor the preservation and protection of physical assets</li> <li>Implement applications to prevent cyber crime</li> <li>Implement and report on IT security and control structures</li> <li>Produce assessment and threat vulnerability reports for submission to the line manager</li> </ul>	20%
<b>IT Special Projects</b>	<ul style="list-style-type: none"> <li>Coordinate IT special projects to ensure projects are within scope, on time and in budget. This includes scoping and preparing a project plan, identifying the budge and resource requirements, and managing the implementation of the project through to close out</li> </ul>	10%

Key Performance Area / Main Output	Detailed Description / Inputs	Weighting
	<ul style="list-style-type: none"> <li>Produce project reports to detail status of projects</li> <li>Participate in projects, as and when required, providing IT specialist advice</li> <li>Assist with the implementation of IT special project management systems</li> </ul>	
<b>Service Level Agreements</b>	<ul style="list-style-type: none"> <li>Maintain IT service level agreements (SLAs) with IT service providers</li> <li>Provide input into the development of the IT SLAs in consultation with the Senior IT Specialist and Legal Department</li> <li>Monitor service provider adherence to contractual terms and conditions, alerting the line manager of any non-compliance</li> </ul>	5%
<b>Budget Contribution</b>	<ul style="list-style-type: none"> <li>Contribute towards the annual budget for ICT</li> <li>Monitor expenditure against approved budget, providing variance analysis and input into monthly reporting</li> <li>Recommend procurement in compliance with supply chain prescripts</li> </ul>	5%

**3. Competencies (Knowledge, Skills and Behavioural Attributes) - Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.**

Knowledge	Skills	Behavioural Attributes
Information Technology (hardware, software, infrastructure, network and systems)	Communication	Analytical
Contract management	Problem solving / troubleshooting	Attention to detail
Project management principles	Presentation / facilitation	Accuracy
Business analysis	Time management	Deadline driven
Basic budgeting principles	Planning and organising	Team player
	Reporting	
	Interpersonal	

**4. Special Requirements**

Detail
Will be required to be available 24/7