Job Advert

Position: Systems Management Practitioner
Programme: Administration
Division: Information Technology
Location: SANDTON

Period: Permanent

1. Background of Programme

A System Management Practitioner is an essential role within SANEDI, responsible for overseeing and maintaining the organization's IT infrastructure. They ensure that systems are running smoothly, securely, and efficiently. From managing hardware and software to implementing security measures and troubleshooting technical issues, the system manager plays a crucial part in keeping the organization's technology operations up and running. They also handle system upgrades and implementation, vendor management, and disaster recovery planning. With their expertise in IT systems and their ability to provide user support and training, system managers contribute to the overall productivity and success of the organization in today's technology-driven business environment.

2. Qualifications & Minimum Requirements

➢ A+, VMware, N+ or CCNA International Certificates
➢ Bachelor's degree in IT or similar, and international certificates in ITIL and Cobit
➢ Minimum 5 years in an IT environment
➢ Experience with managing Firewalls
➢ Experience with managing Networks and Virtual Environments
➢ Experience managing Active Directory and Exchange

3. Knowledge & Skills Required

➢ In-depth knowledge of contracting and change management
➢ In-depth knowledge of ICT risk management
➢ Communication skills – written and verbal
➢ Presentation skills
➢ Report writing skills
➢ Troubleshooting skills
➢ Knowledge of access control systems
➢ Knowledge of CCTV systems

4. Responsibilities of the role

4.1 IT Infrastructure Management

➢ Takes responsibility for the design, installation, maintenance and retirement of the IT infrastructure and systems to enable the delivery of IT Services.

➢ This includes server room infrastructure, UPS systems, telecommunications, cabling, switching, routers, server components (firmware, operating systems, app installations, configuration updates and user provision), video conferencing facilities, servers, security infrastructure, CCV TV and access control systems.

➢ Key areas of responsibility include vendor management, IT standards and procedures, IT infrastructure monitoring and reporting, as well as participating in technology infrastructure transformation initiatives.

4.2 Management of VMware environment

➢ Responsible for the installation, administration and management of the VMware environment, including updates and solution road mapping as well as routine management processes.

4.3 Manage storage environment

➢ Takes responsibility for capacity planning for the SANEDI infrastructure, management, administering and upgrades of storage systems, including SAN and NAS devices.

4.4 Manage Network

➤ Design, implement, administer, manage and monitor the performance of SANEDI's network and switching environment (LAN, vLANs and WAN), including Wifi, firewall and WAN.

4.5 Business Continuity

➤ Ensure systems backup are performed as per the backup policy, implement IT disaster recovery solutions as well as perform periodic IT disaster recovery testing.

4.6 Finance

➤ Lead IT procurement, including compilation and evaluation of tenders as well as service provider contracting. Process payments of invoice as per the contracts and goods supplied. Also, perform vendor performance management against agreed SLAs.

4.7 Information Security

➤ Implement, maintain and regularly update information security infrastructure in line with relevant policies and procedures. Perform regular vulnerability.

➤ Assessments and remediation of vulnerabilities as well as provide information security training for all employees and other key stakeholders.

4.8 Service Desk and general support

➤ Manage access rights to banking systems, provider user support on site or remote by phone, email or by using web-based applications, install new Software and hardware set up user-accounts, permissions, and passwords for employees, maintain the server room environmental requirements including but not limited to; UPS, Air-conditioning, Fire Suppression System and Server Room Monitoring System. Provide printing services and support.

Please email a detailed CV to: systemsmanagement02@sanedi.org.za

The closing date for this position is: **23 June 2024**

Should you not hear from SANEDI within 30 days after closing date of this advert, please consider your application unsuccessful.

Disclaimer: Eligible candidates from different races and creed under the age of 65 are encouraged to Apply, All applications will be subject to SANEDI recruitment policies.