

The South African Nursing Council (SANC) is the body entrusted to set and maintain standards of nursing education and practice in the Republic of South Africa. It is an autonomous, financially independent, statutory body, initially established by the Nursing Act, 1944 (Act No. 45 of 1944), and currently operating under the Nursing Act, 2005 (Act No. 33 of 2005). The SANC currently has the following vacancies, candidates that meet the requirements as provided are invited to apply.

ADVERTISEMENT

<u>DEPARTMENT</u>	: INFORMATION AND COMMUNICATION TECHNOLOGY
<u>POSITION</u>	: DESKTOP ENGINEERS X2
<u>REFERENCE NUMBER</u>	: DE/001/08/2021
<u>ANNUAL COST TO COMPANY</u>	: R454 723.87 – R554 305.86
<u>REMUNERATION</u>	
<u>TERMS OF APPOINTMENT</u>	: PERMANENT
<u>CLOSING DATE</u>	: 10 SEPTEMBER 2021

MINIMUM REQUIREMENTS

- Grade 12
- Diploma/National Diploma in IT/Computer Science/Computer Engineering/Computer Systems or equivalent qualification
- 3 years' applicable experience in ICT Service Desk and User Support
- A valid drivers' licence

ADDED ADVANTAGE REQUIREMENTS:

- ITIL foundations will be an added advantage
- CompTIA A+/N+/MCSA/MCSE
- COBIT 5 Foundation
- IBM technologies
- Microsoft 365 E3/Office 365 hybrid solution
- Microsoft licensing experience
- SQL 2019/Enterprise
- SDI: Service Desk Analyst
- Information Security qualification
- Microsoft server infrastructure training



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REQUIRED COMPETENCIES/SKILLS

- Excellent technical knowledge of end-user hardware (Laptops, Desktop Computers, IP Phones, Printers, Projects, etc.)
- Good working experience of Virtual Private Network (VPN)
- Good working knowledge of Microsoft Office Suite
- Good working knowledge of Windows 10
- Good working knowledge of 802.1 x authentication
- Good working knowledge of Windows client/server infrastructure
- Good working knowledge of datacentre environmental controls
- Working knowledge of networking concepts and protocols (TCP/IP, DNS and DHCP).
- Good working knowledge of network cabling
- Working knowledge of Active Directory (users and computers)
- Basic knowledge of server 2008/2012/2016
- Knowledge of windows client/server infrastructure

KEY PERFORMANCE AREAS:

- Ensure and maintain compliance (Security, legislation and Departmental Policies) on the use of all client devices on the network
- Ensure safekeeping of end-user data (confidentially, integrity and availability)
- Identify risks and report them to the relevant authority
- Ensure deployment of ICT client equipment meets health and safety standards
- Ensure changes to infrastructure are documented and reported to CAB (Change Advisory Board)
- Maintains advanced knowledge of operating systems and applications used to provide a high level of support
- Attain high levels of customer satisfaction
- Ensure incidents are escalated timeously to higher support teams
- Provide support to Service Desk staff and ensure that end-users are receiving the appropriate assistance
- Establish and enforce Help Desk and Desktop Support service level agreements in consultation with end-users to establish problem resolution expectations and timeframes
- Engage in end-user security awareness and basic training
- Engage in research and development to keep abreast new technology initiatives
- Build a knowledge base, partake in training and up-skilling of first-line support personnel
- Oversee the implementation and administration of service desk and desktop support staff training procedures and policies
- Monitor and test fixes to ensure problems have been adequately resolved
- Track and analyse trends in Help Desk requests and generate statistical reports
- Identify, recommend, develop, and implement end-user training programs to increase computer literacy and self-sufficiency
- Assist ICT Third Line Support as per the need identified by ICT Management
- Troubleshooting and installing Microsoft System Centre suite on client computers (SCCM and SCSM)

- Configure and install new application software
- Assist with any other ICT support requirements as determined by the ICT Management
- Diagnose and resolve hardware problems escalated from first level support
- Troubleshooting and testing telephony equipment
- Partake in the testing of power generator and UPS and keep records thereof
- Ensure that SANC datacentre is clean and operating within acceptable standards
- Ensure network cabinets are neat and up to standard
- Ensure network cabling in line with SANC standards
- Troubleshoot connectivity for biometric devices
- Configure printers network printers on the print server
- Troubleshoot network connectivity in a LAN environment
- Contribute (develop, review and input) to the development of policies and SOP's within area of responsibility
- Provide support to 3rd line support in commissioning and decommissioning of the ICT backed infrastructure
- Ensure good Active Directory management by adhering to SANC approved naming convention
- Ensure cleaning and troubleshooting virus-infected computers
- Provide support to 3rd line support to ensure backup tapes are rotated timeously and sent to offsite storage as per the schedule
- Perform ad hoc tasks as delegated by the line manager/ supervisor

NB: Applications must be completed in full on the prescribed form, obtainable from the SANC website (www.sanc.co.za). Applications may be e-mailed to ds@sanc.co.za

Incomplete applications or those which do not meet the above requirements will not be considered.

All applications must be accompanied by certified (not older than six months) copies of identity document and all relevant educational and professional qualifications as well as proof of professional registration, together with an up-to-date, detailed curriculum vitae (CV) including information on key performance areas and three contactable references, including the most recent employer. Foreign qualifications must be accompanied by a SAQA evaluation certificate.

The SANC will conduct background checks (e.g. employment verification and reference checks as indicated on the CV, as well as in respect of criminal record, citizenship, financial records, qualifications, driver's licence and active professional membership, where applicable). First preference will be given to South African citizens. The successful candidate will be appointed on a 12-month probation basis and will be permanently employed if all of the performance requirements are met during probation. Candidates may be subjected to practical tests and a competency-based assessment, determined by the SANC.

Please note: Correspondence will be limited to shortlisted candidates only; therefore, if you have not been contacted within four (4) months of the closing date of this advertisement, please accept that your application was not successful. The SANC is committed to employment equity and therefore people living with disabilities are encouraged to apply. Enquiries may be directed to Ms Veronica

Mthethwa, at tel. no. (012) 426 9578. The South African Nursing Council reserves the right not to make any appointment.