

## INSETA ROLE PROFILE – IT Administrator

### JOB IDENTIFICATION

1. JOB TITLE	IT Administrator
2. POST LEVEL	To be graded
3. DEPARTMENT	IT
4. REPORTING LINE	IT Manager
5. DIVISION	IT
6. LOCATION / CENTRE	Parktown
7. CONTRACT TYPE	Full time

### PURPOSE OF THE JOB

To manage the IT technical environment of the organisation and ensure innovative ICT systems, infrastructure and services are provided to satisfy the needs of the organisation to optimise efficiency and effectiveness.

KEY PERFORMANCE AREAS	INPUT (METHODS USED)	OUTPUT / STANDARDS / EXPECTED RESULTS
1. Server Administration	<ul style="list-style-type: none"> <li>• Install, Configure and maintain the organisation server hardware, operating systems and software</li> <li>• Document server configuration</li> <li>• Manage user creation, deletion &amp; suspension</li> <li>• Monitor server performance</li> <li>• Test security updates (patches, etc)</li> <li>• Attend to server related incidents, problems &amp; issues.</li> <li>• Document changes to the server environment</li> <li>• Adhere to governance and standards</li> <li>• Manage technical quality of team's and monitor SLAs</li> <li>• Participates in a variety of planning and development activities (e.g. planning meetings, committees, user interviews, etc.) for the purpose of assisting in the creating short and long term plans for programming support to the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Server configuration manual</li> <li>• Quarterly user access review</li> <li>• Server performance report</li> <li>• Incident reports</li> <li>• IT General Controls</li> </ul>

<p>2. Network management &amp; Administration</p>	<ul style="list-style-type: none"> <li>• Document network architecture diagrams (router, switches, hosts, servers and firewalls)</li> <li>• Document configurations (Switches, router &amp; other network devices)</li> <li>• Update security patches to network devices</li> <li>• Attend to network related incidents</li> <li>• Troubleshooting network connectivity in a LAN/WAN environment.</li> <li>• Coordinating vendor support</li> </ul>	<ul style="list-style-type: none"> <li>• Network diagram</li> <li>• Network configuration Manual</li> <li>• Network performance report</li> <li>• Incident reports</li> </ul>
<p>3. Desktop support and administration</p>	<ul style="list-style-type: none"> <li>• Install, upgrade, support and troubleshoot Windows 10 and Microsoft Office 365 and any other authorised desktop applications</li> <li>• Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment</li> <li>• Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment</li> <li>• Performs remedial repairs on computers, laptops, printers and any other authorised peripheral equipment</li> <li>• Customize desktop hardware to meet user specifications and site standards</li> <li>• Performs work in compliance within specified warranty requirements</li> <li>• Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels</li> <li>• Safely package equipment for branches and arrange for the transport of the equipment</li> <li>• Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network</li> <li>• When the restoration is beyond the scope of the computers, laptops, printers and any other authorised peripheral equipment the Desktop Support Administrator will escalate the issue/problem to proper tier 3 support team member</li> <li>• Develop trends by monitoring and analysing incoming calls, problems and support requests</li> </ul>	<ul style="list-style-type: none"> <li>• Desktop Standards</li> <li>• Configuration manual</li> <li>• Patch &amp; Virus updates report</li> <li>• Service level report.</li> </ul>

4. ICT Asset Management	<ul style="list-style-type: none"> <li>• Ensure that all IT assets are tag and captured in the Asset register</li> <li>• Document all IT assets including hardware &amp; Software</li> <li>• Provide IT hardware status &amp; recommend IT assets for disposal</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly IT Asset Audit &amp; Report</li> <li>• Disposal report</li> <li>• IT Asset inventory</li> </ul>
5. IT Risk Management	<ul style="list-style-type: none"> <li>• Assist in the development of the department risk register.</li> <li>• Monitoring of IT risk within the technical environment</li> </ul>	<ul style="list-style-type: none"> <li>• IT Risk Register</li> <li>• Risk reduction and monitoring report</li> </ul>
6. Human Resources	<ul style="list-style-type: none"> <li>• Adhere to personal development plan</li> <li>• Ensure performance contract is developed and approved</li> </ul>	<ul style="list-style-type: none"> <li>• PDP Report</li> <li>• Performance contract report.</li> </ul>
7. Reporting	<ul style="list-style-type: none"> <li>• Ensures that the IT Reports are prepared in accordance with agreed standards</li> <li>• Reports on IT Report is submitted to the manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly IT Report</li> </ul>
8. Procedure Development	<ul style="list-style-type: none"> <li>• Assist in the development of procedure documents</li> <li>• Develop training manual for users.</li> </ul>	<ul style="list-style-type: none"> <li>• Approved training manual</li> <li>• Approved Procedures manual.</li> </ul>

#### REQUIRED QUALIFICATIONS AND EXPERIENCE

<p><b>Qualifications</b> National Diploma/ or Higher qualification in IT (An NQF 6 qualification)</p> <p>A relevant ICT certificates or equivalent (A+, N+ S+ MCSE, MCITP, Enterprise Administrator, ITIL Foundation, SQL);</p>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• A minimum of 3 years relevant and extensive experience in the ICT field. Must be computer literate at an expert level.</li> </ul>
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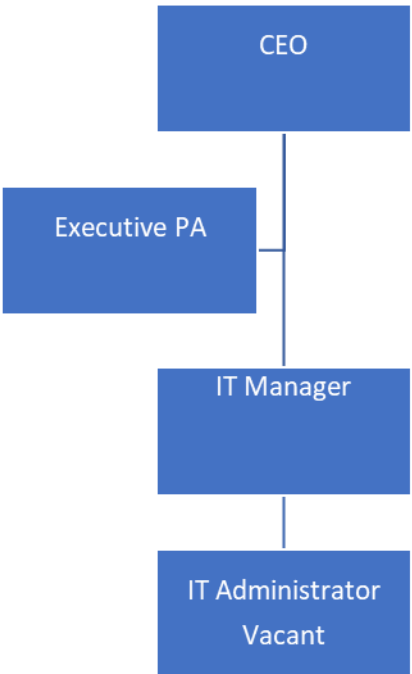
#### TECHNICAL KNOWLEDGE/COMPETENCIES & BEHAVIOURAL COMPETENCIES and CONTACTS

<b>TECHNICAL / FUNCTIONAL COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Database Management;</li> <li>• Microsoft Server skills</li> <li>• Knowledge of MS windows</li> <li>• Configuration of switches</li> <li>• Cloud Computing Skills and Knowledge</li> <li>• Data Storage and Protection;</li> <li>• Service management</li> </ul>
<b>KNOWLEDGE, PERSONAL ATTRIBUTES AND GENERAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Responsibility</li> <li>• Commitment to career</li> <li>• Career motivation</li> <li>• Decision making</li> <li>• Communication</li> <li>• Trustworthiness &amp; Ethics</li> <li>• Results orientation</li> <li>• Problem solving</li> </ul>
<b>INTERNAL CONTACTS</b>	<ul style="list-style-type: none"> <li>• All INSETA staff</li> </ul>
<b>EXTERNAL CONTACTS</b>	<ul style="list-style-type: none"> <li>• Internal and external auditors</li> <li>• Service providers</li> </ul>

The responsibilities contained in this document are not necessarily exhaustive and the employer is entitled to instruct the employee to carry out additional duties or responsibilities which may fall reasonably within the ambit of the position profile or in accordance with operational requirements.

INFRASTRUCTURE REQUIRED	
Resources Provided	<ul style="list-style-type: none"> <li>• Laptop Computer</li> <li>• 3G Card</li> <li>• Landline telephone</li> <li>• Access to internet</li> <li>• Photocopier</li> <li>• Scanner</li> </ul>

**ORGANISATIONAL STRUCTURE**



PERFORMANCE AGREEMENT
The performance agreement of the incumbent, which attributes specific targets to the above mentioned outputs would be developed based on this Job Description and the Strategy / APP.

Please forward your application letter supported by your CV to [vacancies@inseta.org.za](mailto:vacancies@inseta.org.za) with the position you are applying for clearly stated.

The closing date for applications is 17 March 2021

INSETA reserves the right not to make an appointment.

No late applications will be accepted.