



ICT INFRASTRUCTURE ENGINEER

SALARY R566 251 – R707 814 PER ANNUM

Brief Overview of the Role

1. To manage and monitor all installed systems and infrastructure. Install, configure, test, and maintain operating systems, application software and system management tools to ensure the highest levels of systems and infrastructure availability, performance, and security.
2. To lead infrastructure and operational service delivery; identify and implement cost-effective technology solutions addressing current and future technical requirements; ensuring stable, secure, consistent and reliable availability of IT services to the EWSETA.

This includes:

- preparing for new or changed services to meet defined needs of EWSETA users
 - maintaining and enhancing the IT infrastructure and infrastructure components, including task automation via tools and coding
 - managing and applying software updates
 - building and managing systems and components in virtualised and cloud computing environments
 - monitoring the performance of systems and services related to their contribution to EWSETA performance, security and sustainability
 - building, establishing, deploying, and maintaining the server and laptop/desktop infrastructure, security tools, applications, using the latest technology, across various locations of the EWSETA, and to troubleshoot the infrastructure issues, to ensure consistent and reliable availability and access to mission-critical applications.
3. To optimise cloud services management and costs by analysing usage, risks and associated licensing models and dependencies. Provide cost monitoring, recommendations, and advice to help maintain cloud infrastructure in optimal configuration from a budgetary and risk perspective in line with contractual, license and regulatory obligations.
 4. To oversee the maintenance and adherence to data management policies and IT governance frameworks.
 5. To ensure that EWSETA databases are functional and always backed up.
 6. To supervise the database and service delivery/helpdesk functions which ensures availability, stability and performance of IT services delivered by infrastructure teams/service providers.

1. Key Responsibilities

1. Infrastructure and Operational Service Delivery
2. Information Technology Management
3. Information Security Management
4. Stakeholder Relationship Management
5. Cost Optimisation
6. Teamwork and Self Management

2. Requirements of the Role

Inherent Role Requirements		
Requirement	Minimum	Advantageous/Ideal
Qualifications:	Bachelor's degree or equivalent (NQF level 7) in information technology, computer science, system administration or a related field	Post-graduate Degree or equivalent (NQF level 8) in information technology, computer science, systems administration or a related field
Experience:	<ul style="list-style-type: none"> • 3-5 years of database, network administration, or system administration • At least 4 years of 'hands-on' IT experience supporting and resolving diverse desktop software and hardware issues • At least 3 years' experience supporting end users • 3yrs VPN troubleshooting experience • 3 Years' work experience in Cyber Security System Support (Firewall, Anti-Virus, etc.) & Networking experience • 5 Years' working experience managing servers in a Microsoft environment • 5 Years' Working in a virtual environment 	<ul style="list-style-type: none"> • Experience in the implementation and administration of cloud productivity suites such as Microsoft Office 365 and Google Apps • Storage implementation and administration with either iSCSI or Fibre Channel backbone • Implementation and administration of enterprise wireless networks. • Experience in the implementation and administration of various email platforms such as Microsoft Office 365/Exchange • Experience with SOE development and software deployment methods (e.g., System Center Configuration Manager) • Experience with telephony/VoIP solutions

Inherent Role Requirements

Requirement	Minimum	Advantageous/Ideal
	<ul style="list-style-type: none"> • 5 Years' doing 2nd level desktop support • Microsoft Administration (experience in Active Directory, Exchange and File Server); • Maintaining and administering backups (preferably Veeam software) • 2 Years' experience supporting & maintaining Mobile Device Management • Experience of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols • Experience with virtualization and containerization (e.g., VMware, Virtual Box) • Solid Cloud experience, preferably in MS AZURE • Experience with scripting and automation tools • Experience in key systems such as Active Directory, Group Policy, Remote Desktop technologies, Backup platforms, Anti-Virus solutions, Monitoring • Experience in implementing and maintaining information security such as Suricata and FortiGate 6 series Firewall , IDS and IPS tools 	<ul style="list-style-type: none"> • Experience administering enterprise grade Next Generation Firewall/UTM solutions • Exposure to database administration with an understanding of SQL

Inherent Role Requirements		
Requirement	Minimum	Advantageous/Ideal
	<ul style="list-style-type: none"> • Experience managing, practice, performing vulnerability scanning and implementing corrective measures. • Experience in the practice of change management controls 	
Training:	<ol style="list-style-type: none"> 1. Operating systems such as Linux, Microsoft etc. 2. Project Management 3. Database management 4. Microsoft Certified Engineer 	1. Advanced Project Management

3. Competency Requirements

Competency Requirements	
EWSETA PREREQUISITE COMPETENCIES (REFER TO EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Operational Decision Making ▪ Initiating Action ▪ Planning and Organising ▪ Communicating with Impact
EWSETA CORE COMPETENCIES (REFER TO EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Stakeholder orientation ▪ Building collaborative working relationships ▪ Driving for results ▪ Continuous learning ▪ Quality Orientation ▪ Demonstrating personal integrity
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Active Directory, Federation, Windows Server 2012/2012 R2, Exchange, Windows security, AD Proxy, Virtual Directory solutions and related technology. ▪ Understanding of technical IT, including contemporary and future products and practices ▪ Knowledge of analysis, implementation and evaluation of IT infrastructure and their specifications ▪ Establishment and management of databases

Competency Requirements

	<ul style="list-style-type: none"> ▪ Information technology principles, methodologies and procedures ▪ Knowledge of virtualization and containerization software, such as VMware, Virtual Box and Hyper-V, scripting with PowerShell and Ansible, and Citrix XenDesktop and VDI Solutions. ▪ Understanding of patching tools and security vulnerability scanning ▪ Adept at antivirus administration and ability to efficiently administer Domain Name System (DNS) and Dynamic Host Configuration Protocol (DHCP). ▪ Knowledge of how to install, configure and troubleshoot networking software, hardware, and networking protocols ▪ Knowledge of scripting and automation tools ▪ Knowledge of key networking technologies such as VLANs, Spanning Tree, Routing, ACLs, BGP, EIGRP, MPLS, VPN, DHCP, DNS, RADIUS ▪ Knowledge of change management principles and processes
<p>SKILLS (NOT LISTED IN EWSETA'S COMPETENCY FRAMEWORK)</p>	<ul style="list-style-type: none"> ▪ Microsoft Windows Server implementation and administration skills ▪ Scripting skills ▪ Technical documentation skills ▪ Verbal and written communication ▪ Computer literacy ▪ Report writing ▪ Interpersonal skills ▪ Presentation skills ▪ Relationship building ▪ Problem solving skills ▪ Attention to detail ▪ Able to work in a team
<p>ATTRIBUTES (NOT LISTED IN EWSETA'S COMPETENCY FRAMEWORK)</p>	<ul style="list-style-type: none"> ▪ Persuasive ▪ Initiative ▪ Assertiveness ▪ Tolerant of stress and pressure ▪ Creative ▪ Proactive ▪ Deadline driven ▪ Able to interact at all levels of the organisation ▪ Decisive and able to quickly react to changing environments



4. Application Process

Please see attached the full detailed Job Description for the role of the ICT Infrastructure Engineer.

CVs and Certified Qualifications of suitably qualified persons must be forwarded to recruitment@ewseta.org.za by no later than the Close of Business 10 May 2024 (i.e. by 16:30 p.m.). Enquiries may be directed to the HR Manager at 010 109 3250 or Mthenjwa Radebe at mthenjwar@ewseta.org.za. Applications received after the closing date will not be considered.

Correspondence will be limited to shortlisted candidates. EWSETA reserves the right not to make an appointment/s for the advertised post.

Appointment will be made in line with the EWSETA Employment Equity targets.

NB: Please use the name of the position on the subject line of your application email.