Exciting and challenging position

The JDA is an agency of the City of Johannesburg which stimulates and supports area-based economic development initiatives throughout the Johannesburg metropolitan area in support of Joburg 2040. As the development facilitation manager of these initiatives, JDA coordinates and manages capital investment and other programmes involving both public and private sector stakeholders.

The following position is available for an achievement-oriented individual with initiative and a commitment to give substance to this vision.

This is a 12 months fixed-term contract. JDA offers a market related salary commensurate with qualifications and experience.

RE: ADVERTISEMENT
IT SUPPORT OFFICER

Purpose of the Position: Coordinate the effective functioning of the IT department, by supporting the IT infrastructure of the JDA.

Key Responsibilities:

- Control all processes involved in ensuring networks & servers are fully operational by monitoring Network and Server performance and ensuring the executing of capacity planning of server hardware and software by:
  - Ensuring that space is available on the network,
  - Checking performance of servers
  - Checking of server logs
  - Monitoring the physical appearance of the server room
  - Ensuring network is up and running
  - Checking of Logs, network usage constantly
  - Checking of switches that are needed on routers
  - Providing WI-FI support
  - Installing, configuring and management of VM WARE infrastructure,

- To ensure servers can be recovered in the event of failure.
- Conforming networks to specification and best practice and prepare technical reports on the operation of Networks.
- Monitoring of security events & ensuring compliance with Security Policy by:
  - Running of virus scan daily on server and randomly on users.
  - Ensures that firewall settings one in line with the IT Security Policy
  - Printing of anti-virus reports on a monthly basis

- Provide desktop, laptop and printer support by:
  - Assisting users support when calls are logged
  - Providing account management by locking or unlocking of users
  - Re-installation of machines when required
  - Assisting with application installation
  - Backing up of machines on a daily, weekly monthly, basis and reporting on all back-ups done
  - Installation of the printers and supporting printer users.
• Training users in the use of software applications
• Providing support on all email queries
• Creating new users on active directory
• Management of ICT telecommunications and the full functioning thereof by:
  • Ensuring cables are correct when offices are moved.
  • Assisting in ensuring functionality of other electronic equipment i.e. telephones, boardroom projectors, printers, fax machines.
• Assist in intranet support

Education and Experience:
• Matric plus Information Technology Diploma
• A+, N+ Server+
• MCP
• 5 - 7 years relevant experience
• CCNA understanding
• Knowledge of exchange
• IT Business Systems Support
• Data Management utilities
• Change control administration

Closing date: 22 February 2019
Email: ICTSupport2@jda.org.za

Correspondence will be with short-listed candidates only. Should you not hear from us within 30 days of the closing date, please consider your application unsuccessful.

Johannesburg Development Agency is an equal opportunity employer

[Signature]
APPROVED BY
TUMANG BOKABA