

Vacancy

Closing date of applications: 16 May 2018

Date of the advert: 06 May 2018

Position: IT Support Officer (Desktop support) (Ref: ITSS00010)
Department: ICT
Location: Blackheath, Randburg
Reporting to: IT Manager
Remuneration: Market Related

Introduction:

FASSET is the Finance and Accounting Services Sector Education and Training Authority (SETA). Over 20 SETAs were established in March 2000 in terms of the Skills Development Act, to cover all sectors in South Africa, including Government. The stakeholders of a SETA include employers, trade unions, professional bodies, government departments and bargaining councils, where relevant, from each industrial sector.

The Finance and Accounting Services Sector Education and Training Authority (FASSET) invites suitable candidates to apply for IT Desktop Support Officer Position

Purpose: Reporting to the IT Manager, the incumbent will be responsible for evaluating the ICT requirements of the organisation and ensure innovative ICT systems, infrastructure and service provided satisfy the needs of the entire organisation to optimise efficiency and effectiveness

Key Responsibilities

- Evaluate the ICT requirements of the organisation and ensure innovative ICT systems, infrastructure and service provided satisfy the needs of the entire organisation to optimise efficiency and effectiveness
- Ensure the smooth running of all ICT systems and infrastructure, and implement the Disaster Recovery Plan for Fasset
- Provide IT software and hardware technical support to all Fasset staff and visitors
- Adhere and contribute to the ICT strategy, policies and procedures including written protocols that guide the ICT staff as well as other end users
- Identify ICT risks and implement relevant mitigations
- Engage ICT service providers for all ICT related contracts as per the signed SLAs
- Implement ongoing upgrades that may be required on systems, infrastructure and services
- Adhere to the ICT governance Framework including but not limited to the corporate governance of information and communication technology policy framework
- Contribute towards the maintenance of operationally effective and sufficient internal controls
- Support all ICT related internal and external audit requirements
- Manage relationships with key stakeholders including but not limited to management, staff, and service providers.

Qualifications Requirements and Experience

- Relevant and appropriate degree in ICT at NQF 7.
- Microsoft Certification such as MCSA, MCSE or MOS will be an added advantage
- Minimum of 4 years' experience in ICT environment including 2 years in providing ICT technical support.
- An understanding of the public sector and the Seta environment is critical.
- Excellent interpersonal, communication (written and verbal), negotiation, conceptual and analytical skills

Knowledge and Skills

The following minimum knowledge, experience and skills are required for this position:

- Well-developed working knowledge of IT hardware, software and networks as part of the infrastructure which supports efficient operations
- Working knowledge and understanding of SDLA, SDA, and all other applicable legislation to a SETA environment will be preferable
- Applicable expertise and technology that support Fasset ICT landscape
- Professional (advanced) knowledge of MS Office Applications with relevant certifications such as MCSA, MCSE, and MOS
- Proven track record of performing similar duties in an ICT department in another organisation
- High level of integrity
- Good exposure to both the governance as well legal and regulatory operational aspects would be an advantage e.g. the CGICTPF and FMPPPI

Assessments

Applicants will be required to take a proficiency test assessing the knowledge, experience and attributes needed. Applicants are expected to make a maximum of 1.5 hours available for the interview.

Fasset adheres to the principles of the Employment Equity Act 55 of 1998 and Affirmative Action and these principles will apply in the selection process.

Particulars of advertiser:

Tiana Business Consulting Services (Pty) Ltd was appointed to handle the responses for this position.

Email: itsupport@tianaconsulting.co.za

Enquiries must be directed to the Human Resource Support Manager – Viola Nzou on 011 431 1354

- **Please quote the above position name on all correspondence relating to this advert.**
- **Correspondence will only be entered into with shortlisted candidates. Should you not hear from us within 30 days after closing date of advert, please consider your application unsuccessful.**
- **FASSET reserves the right not to fill any vacancies.**
- **All shortlisted candidates will be subjected to criminal checks, some interviewed candidates will be subjected to competency assessment.**
- **This is a contract position until 31 March 2020 in line with the re-establishment of SETAs by the Minister of Higher Education and Training**