

The BANKSETA is a statutory body established through the Skills Development Act of 1998 to enable its stakeholders to advance the national and global position of the banking and alternative banking industry. As guided by its mandate the BANKSETA is as such an agent of transformation by promoting employment equity and broad-based black economic empowerment through skills development.

Reference Number:	BS07/17/2019
Job Title:	IT Administrator
Reporting Line:	IT Manager
Full-time/Part time/Contract:	Full-time position (aligned to the SETA licensing period)
Location:	Johannesburg – Midrand Office

Remuneration: R 250 712.00 – R 376 068.00 CTC per annum.

Purpose of the role: Coordinate information technology (IT) service management and end-user support. Provide administrative support for IT projects, IT governance and the IT Manager.

IT Service Management

- Manage IT service/help desk.
- Coordinate IT service requests, incident and problem management
- Manage IT assets and configuration management database.
- Coordinate the implementation of approved changes.
- Coordinate deployment of approved releases.
- Conduct daily IT operational meetings/briefing.
- Provide service reports and analytics to IT Manager

Desktop/End-User Support

- Implement and maintain end-user device (desktop/laptop/etc.) standards and procedures.
- Provision end-user devices in terms of approved requests.
- Provision and maintain user access in terms of approved requests.
- Provide remote and on-site support for end-user devices and IT peripherals.
- Manage and support end-user device security, including anti-virus.
- Manage backup and restore for end-user devices.
- Setup and manage local computer, user and group accounts.
- Perform periodic user access reviews and report to IT Manager.
- Perform periodic end-user device health checks and report to IT Manager.

IT Project Administration

- Coordinate IT projects related to IT service management and end-user devices
- Provide project administration support for all IT projects.
- Maintain all required IT project documentation.
- Provide periodic IT project status reports to IT Manager.

IT Governance Administration

- Provide meeting administration support for all IT department meetings.
- Coordinate ICT supply chain management process in conjunction with SCM department
- Maintain IT media/software library.
- Coordinate backup media shipping.
- Provide general administrative support to the IT Manager.

Competencies:

- Integrity
- Problem solving/analytical/investigative orientation
- Resilience and drive
- Communication skills
- Delivery/planning and organisation orientation
- Service focus
- Attention to detail and accurate output
- Strong administrative and computer skills
- Good interpersonal skills

Knowledge and Skills Required

- Microsoft operating systems
- Desktop/laptop/end-user device configuration
- Knowledge of networks including WAN/LAN/Internet
- e-Mail applications such as Outlook, Exchange, 365
- Anti-virus and other end-user security software
- IT service management processes

Minimum Requirements:

- Diploma in IT/ICT field
- Microsoft Certified System Engineer/Expert
- Three (3) years' experience in IT

Closing date for applications: **07 August 2019 at 16h00**

Please direct all applications to it@bankseta.org.za

Enquiries to: <mailto:celesteh@bankseta.org.za>

Note: Preference will be given to candidates who meet BANKSETA's Employment Equity Plan.