

Agrément South Africa (ASA) seeks to fill the following permanent position based in Pretoria:

IT Technical Support Specialist

Remuneration : R441 457.12 per annum (All-inclusive Cost to Company)

Reference number : ASA00043/2021

Purpose:


This individual will provide support on the ICT infrastructure, network and endpoints. The role includes daily monitoring of the network resources and the safe usage thereof which includes best practices, patching of computers and devices, as well as information security.

Duties and Responsibilities Include (but are not limited to):

- Ensure maintenance of hosting services.
- Ensure maintenance of disaster recovery site.
- Monitor and report on data center services.
- Design the layout of the Data Centers according to requirements (Architecture)
- Maintain the quality of the Data Center services **(User and Server Support)**
- Define and implement the operating procedures for all Data Centers.
- Maintain the capacity of the Data Centre components
- Schedule and execute maintenance activities for Data Centre.
- Assign appropriate access and allocate adequate storage for messaging.
- Revise and validate all user information for accuracy.
- Site conversion (LAN and WAN)
- Timeously recover of all network services
- Maintain the reliability and security of the ICT network services.
- Ensure the security of network.
- Manage the Active Directory / Exchange / DNS Services /VPN / Firewalls
- Implementation of IT Policies as per the Best Practice
- Ensure Daily Backups are running.
- Ensure Weekly Report Writing on IT Infrastructure Operations Performance
- Install and Configure All IT Equipment and services

Qualifications and Experience:

- A Recognized 3-years National Diploma / Diploma / Degree in Information Technology or relevant 3 years qualification
- Minimum of 5 years relevant experience

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- Experience supporting networks with Microsoft servers, Cisco, VMware servers and software, DNS services, spam filters, and VPN management.
 - Cisco Certification or Training
 - Knowledge of Virtual Environment
 - Knowledge of ITIL processes
 - Client Orientation and Good Customer Skills
 - Good Verbal and written Communication
 - Report writing skills.
 - Good Problem Solving and analytical skills.
 - Understanding of IT Audit and Governance
 - Valid Driver's License

Skills and competencies:

- Report writing
- Must display autonomy (ability to work independently with minimal supervision).
- Must be detail oriented (ability to pay attention to the minute details of a project or task).
- Experience with Microsoft Office
- High degree of accuracy
- Problem-solving ability
- Ability to meet deadlines.

Application process

The candidate will be subjected to integrity checks before appointment is made. Interested parties should forward their CV's with your name, surname, position title and reference number on the subject line (**e.g. Antoinette Gerber: Position interested in: Reference no: ASAxxxxx**) to email address recruitment@agrement.co.za by no later than **15 March 2021 at 16h30**.

Agrément South Africa is committed towards increasing the representation of marginalized groups in line with its Employment Equity Policy.

Please note that correspondence will be limited to shortlisted candidates only.

Applications must be sent to recruitment@agrement.co.za.

Agrément South Africa reserves the right not to make any appointment.