

JOB DESCRIPTION

Job Title:	IT Technician
Company:	Globeleq South Africa Management Services
Reports To:	IT Administrator
Direct Reports:	None
Location:	Cape Town
Employment Type:	Permanent

Main Purpose of Role

The IT Technician works with the IT Administrator and Operations Manager to shape the IT strategy for Globeleq South Africa. He or she will be responsible to ensure that Globeleq remote sites have sufficient IT support and provides operational IT support to the local IT team. He or she will also assist the IT Administrator in the management of all IT related systems in compliance with GSAMS asset management policies, strategies, objectives and plans.

Key Responsibilities (this list is not exhaustive)

Administration

- Ensures IT policies and procedures are enforced and escalates any significant and persistent breaches to the IT Administrator or Operations Manager
- Ensures user requests for IT assistance are properly logged and tracked for resolution
- Liaises with users to ensure that requests are properly prioritised and are processed expeditiously
- Assists with development, review and documentation of training documentation, systems manuals and procedures
- Oversees the management of the IT asset inventory, including asset tagging and input into the asset register
- Oversees the maintenance of the inventory of software licenses and escalates issues to IT Administrator or Operations Manager
- Participates as required, with the broader Globeleq IT community, in implementing technology to support and improve Globeleq's business activities
- Works with the IT Administrator to provide IT support in the acquisition and integration of new assets into the Globeleq South Africa portfolio
- Assist the IT Administrator with the management of managed services agreements with third party vendors and suppliers

Technical

- Provides support in all aspects of infrastructure and software implementation, upgrade/refresh, user issue resolution and support.
- Undertakes relevant training and knowledge transfer activities as are deemed necessary to provide support to the end users, and to contribute to IT projects.
- Provides IT support in conjunction with third party suppliers.
- Administers and supports Microsoft Windows Server 2008 / 2012 / 2016
- Administers the Office 365 cloud environment including SharePoint Online
- Provides Level 2 desktop support, if IT intern is unable to complete the support task
- Maintains key systems (including servers, Simplivity, Helpdesk, N-Central and PRTG)
- Researches and recommends innovative, and where possible automated approaches for system administration tasks (PowerShell scripting)
- Assists the IT Administrator with the development and maintenance of installation and configuration procedures
- Contributes to and maintains system standards
- Provides Level 1 Support to Line-of-Business applications
- Performs back-up management and testing
- Performs Active Directory management and support
- Assists with developing and implementing cyber security for SCADA and corporate networks

- Assists with the implementation of ITIL and COBIT
- Supports VOIP phones and VC units

Skills / Competencies

- Good customer relationship management skills
- Well-organised and able to manage time well
- Good written and oral communication skills
- Strong problem solving and analytical skills
- Achievement focused
- Good team player; able to balance team and individual responsibilities
- Willing to develop skills further, specifically in developing skills in IT infrastructure and software
- Strong network skills including vlans, QoS tcp/ip, sip, rtp etc.
- Strong Windows infrastructure background required. This includes technologies such as Active Directory, DNS, ADUC, Group Policy, DHCP, ADDS, Azure AD Connect, ADFS, Reverse Proxy

Experience, Knowledge & Qualifications

- Must currently have MCTIP\MSCE (Windows Server) certification and have been actively working in the related area for 3 years or more
- A good understanding of LAN/WAN technologies (CCNA or JNCIA certification or equivalent) is advantageous
- Must have knowledge and supporting expertise in Microsoft Windows 7, Windows 10, Windows 2008/2012/2016 technologies; 4 years for Desktop OS or more and 3 years for Server OS or more
- Must have knowledge and experience (3 years or more) of network infrastructures and solutions
- Must have a minimum of 3 years' experience of virtualisation technologies, for example VMWARE or Simplivity
- Must have a minimum of 2 years' experience of corporate document management solutions, for example Microsoft SharePoint
- Must have a minimum of 2 years' experience of MS Cloud based technologies, for example Office 365, ADFS, Skype for Business, Azure, etc.
- Must be willing to assist on IT support at levels 1 and 2.
- Must be willing to assist users across different locations as well as locally
- A valid driver's license is required

Application process

CV and cover letter, together with certificates and current salary details, to be emailed to jobs@globeleq.co.za by **23 August 2017**