Johannesburg Development Agency (SOC) Limited

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 development 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.

**IT Support Officer**

**Purpose of the position:** Coordinate the effective functioning of the IT department, by supporting the IT infrastructure of the JDA, to ensure the IT strategy is aligned to best practice and corporate governance principles as well as manage and oversee the IT controls and outsourced functions.

**Key responsibilities:** • Control all processes involved in ensuring networks and servers are fully operational by monitoring network and server performance and ensuring the execution of capacity planning of server hardware and software by: * Server performance management * Server logs monitoring and general administration * Server room management * Router and switch management * Ensuring network is up and running * Checking logs, network usage constantly * Checking switches that are needed on routers * Providing WI-FI support * Installing, configuring and managing VM WARE infrastructure * Ensuring servers can be recovered in the event of failure by conforming networks to specification and best practice * Conforming networks to specification and best practice and preparing technical reports on the operation of systems to ensure the development and maintenance network-support-related documentation • Monitor security events and ensure compliance with Security Policy by: * Running virus scan daily on server and randomly on users * Checking firewall settings on servers in ensuring network defense (firewall & AV measures) are adequate and updated * Printing the ISA report 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 users * Reloading machines when required * Assisting with application installation * Backing up machines on a daily, weekly, monthly basis and reporting on all back-ups done * Installing the printers and supporting printer users * Training users in the use of software applications • Manage ICT telecommunications and the full functioning thereof by: * Ensuring cables are correct when offices are moved * Assisting in ensuring functionality of other electronic equipment, ie telephones, boardroom projectors, printers, fax machines * Creating new users on active directories • Providing support on all e-mail queries • Assisting in maintaining the Document Management System.

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

This is a 5-year fixed-term performance-based contract. JDA offers a market-related salary commensurate with qualifications and experience.

**Please e-mail a detailed CV in MS Word format to john@isilumko.co.za**

**Closing date:** 11 August 2015

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.