

Johannesburg Development Agency (SOC) Limited

Exciting and challenging position

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 positions are available to achievement-orientated individuals with initiative and a commitment to give substance to this vision.

IT Support Officer (Re-advertisement)

All-inclusive package: R400 000-R430 000 per annum negotiable

Purpose of the position: To coordinate the effective functioning of the IT Department by supporting the IT infrastructure of the JDA, and to ensure the IT strategy is aligned to best practice and corporate governance principles. In addition, to manage and oversee 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 executing of capacity planning of server hardware and software by:
 - * Ensuring that space is available on the network
 - * Checking performance of servers
 - * Checking server logs
 - * Monitoring the physical appearance of the server room
 - * Ensuring the network is up and running
 - * Checking logs and network usage constantly
 - * Checking switches that are needed on routers
 - * Providing WiFi support
 - * Installing, configuring and managing of VMWare infrastructure
- Ensure servers can be recovered in the event of failure by conforming networks to specification and best practice
- Conform networks to specification and best practice and prepare technical reports on the operation of systems to ensure the development and maintenance of 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 defenses (firewall and AV measures) are adequate and updated
 - * Printing the ISA report on a monthly basis
- Provide desktop, laptop and printer support by:
 - * Assisting user 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 and monthly basis and reporting on all back-ups done
 - * Installing 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:

- A Matric plus an Information Technology Diploma
- A+, N+ Server+
- MCP
- VCP
- 3 years' relevant experience
- CCNA understanding
- Knowledge of exchange
- IT Business Systems Support
- Data Management utilities
- Change control administration.

Please e-mail a detailed CV in MS Word format to ITsupportofficer@jda.org.za

IT & IS Admin Officer (Coordinator)

All-inclusive package: R250 000-R330 000 per annum negotiable

Purpose of position: To provide administrative support to the IT Department of the JDA. Administration includes, but is not limited to, SLA administration, change control, intranet, helpdesk, invoice preparation. The administrative function is a key area in the IT department in terms of recordkeeping and generally ensures that the department is efficient administratively.

Key responsibilities:

- Manage the helpdesk
- Maintain an up-to-date, comprehensive database of all IT suppliers
- Ensure procurement procedures for IT suppliers' registration on our database are followed at all times
- Provide software licensing and repository maintenance
- Maintain an accurate record of all IT assets
- Maintain accurate record of all IT SLAs and contracts
- Maintain an accurate record of all changes in the user environment
- Coordinate IT meetings and training
- Keep an accurate record of all minutes
- Maintain the intranet and data repository
- Prepare IT invoices for payment
- Maintain a record of all IT policies and procedures.

Education and experience required:

- Matric
- Information Technology Certificate
- A+, N+ Server+
- Position-specific experience
- 5 years' relevant experience
- Advanced knowledge of MS Office.

Please e-mail a detailed CV in MS Word format to IT&ISadmin@jda.org.za

These are 5-year fixed-term performance-based contracts. JDA offers a market-related salary commensurate with qualifications and experience.

Closing date: 25 November 2016

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 and people with disability are encouraged to apply. This position will be filled in line with Employment Equity targets of the JDA and preference will be given to female candidates.

