



# MODERN WORKPLACE TECHNICAL SPECIALIST ENTERPRISE INFRASTRUCTURE SERVICES

## INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing highly specialized technical support for business-critical services and/or infrastructure and have project management experience in a progressive ICT environment, with a strong customer focus and a demonstrable track record of innovative thinking, project-based delivery and productive interactions across multiple teams? The Enterprise Infrastructure and Services division seeks a Technical Specialist to develop infrastructure and services through project work, design, maintain and manage complete systems, support ICT systems, services and infrastructure and provide technical leadership in a complex and heterogeneous systems and infrastructure environment. This is a role which plays a critical part in ensuring that UCT derives value from its investment in IT infrastructure and reports to a senior manager.

### Responsibilities include:

- Providing highly specialized technical support for business-critical services, systems and/or infrastructure.
- Designing, maintaining, managing and developing one or more business-critical ICT systems and/or infrastructure service components.
- Responsible developing and implementing infrastructure, systems and services through project work
- Provides technical leadership for one or more systems and/or infrastructure service components

### Minimum requirements include:

- Relevant qualification at NQF level 7 and 10 years' experience or NQF level 6 and 12 years' of experience.
- in enterprise ICT applications and infrastructure of which 5 years must be relevant current technical hands-on experience

### Required non-technical skills include:

- Ability to prioritize and manage work under pressure.
- Excellent written and spoken communication skills.
- Ability to coach and mentor junior colleagues
- A strong customer service ethic.
- Ability to work as part of a team
- Analysis and problem solving ability

### Required Technical skills and competencies

- Expert in configuring and administering Microsoft 365 cloud-based services, e.g. Microsoft Teams, Microsoft Exchange, SharePoint Online, OneDrive for Business, and other Microsoft 365 workloads.
- Intermediate Experience with administering Microsoft Exchange Hybrid environment and implementing or upgrading Exchange versions – including 2010, 2013, 2016 or online versions
- Experience in implementing and supporting web based office online applications (Word, Excel, Powerpoint, etc.)
- Experience in managing email security gateways such as Mimecast, Proofpoint, Cisco Iron Port, etc.
- Experience with creating and maintaining technical roadmaps.
- Working knowledge and experience of virtual hosting environments: VMWare, HyperV, Citrix etc.
- Demonstrated ability to manage system resources including performance, capacity, availability, serviceability, and recoverability
- Solid knowledge of network infrastructure services e.g. DNS, DHCP and various networking protocols

### Advantageous Skills

- Relevant technology certifications and a qualification at NQF 7 and relevant experience in Higher Education
- Skype for Business Online, including Office Online and an on-premise Hybrid Configuration
- Azure Active Directory, Azure Rights Management Services, eDirectory and Active Directory
- Enterprise Mobility & Security solutions, including InTune Azure AD Premium, Azure Information Protection, Advanced Threat Analytics and Protection
- Working knowledge software and operating system distribution solutions
- Working knowledge of application and operating system updating and remote configuration mechanisms e.g. WSUS, SCCM
- Working knowledge of operating system related scripting languages

The annual remuneration package, including benefits, is between R711889 and R837514

**To apply**, please e-mail the below documents in a **single pdf file** to: [icts-jobs@uct.ac.za](mailto:icts-jobs@uct.ac.za)

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo a competency test.

**Telephone:** 021 650 3012

**Website:** [www.icts.uct.ac.za](http://www.icts.uct.ac.za)

**Reference:** E23529

**Closing date:** 31 May 2023

*"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at [www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf](http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf)."*

UCT reserves the right not to appoint.