APPLICATION SUPPORT SPECIALIST: ITSM (IT SERVICE MANAGEMENT)

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing intermediate 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 an Application Support Specialist -ITSM to develop its ServiceNow based ITSM solution through business requirement gathering, solution specification, implementation, advancing the adoption with business units and provide technical leadership in a complex and heterogeneous systems and infrastructure environment. This role plays a critical part in ensuring that UCT derives value from its investment in IT infrastructure and reports to a senior manager.

Appointment will be at one of the following levels:

Senior Technical Specialist (R961 360 to R1 131 011)

Requirements:

• Relevant qualification at NQF level 7- and 5-years' relevant experience in enterprise ICT applications and infrastructure of which 3 years must be relevant current technical hands-on experience
• Experience in designing, configuring, administering, and developing ITSM solutions
• Experience in implementing solutions leveraging the ITIL or other ITSM frameworks
• Proven experience in developing Service Catalogues, CMDB, Workflows, report writing and data analysis
• Proven working knowledge of JavaScript, CSS and HTML

Technical Specialist (R711 889 to R837 514)

Requirements:

• Relevant qualification at NQF level 6- and 5-years' relevant experience in enterprise ICT applications and infrastructure of which 2 years must be relevant current technical hands-on experience
• Experience in designing, configuring, administering, and developing ITSM solutions
• Experience in implementing solutions leveraging the ITIL or other ITSM frameworks
• Experience in developing Service Catalogues, CMDB, Workflows, data analysis and Report writing
• Working knowledge of JavaScript, CSS and HTML is advantageous

Responsibilities include:

• Solution design leveraging ITIL and ITSM frameworks
• Designing, maintaining, managing, and developing the ITSM (ServiceNow) business-critical ICT system and/or infrastructure service components
• Responsible for developing and implementing, systems and services through project work
• Provide technical leadership

Required non-technical skills include:
• Ability to prioritize and manage work under pressure
• Excellent written and spoken communication skills
• A strong customer service ethic
• Ability to work as part of a team
• Business requirement, system analysis and problem-solving ability

The following technical skills and competencies are advantageous:

• Certification in one or more of the following; ITIL, ServiceNow, SolarWinds ServiceDesk, BMC Remedy etc.
• Working knowledge of authentication and authorization technologies and protocols e.g., Single Sign-on/Federation technologies such as CAS, SimpleSamlPhP, ADFS or Shibboleth
• Working knowledge of network infrastructure services e.g., DNS, DHCP and various networking protocols

To apply, please e-mail the below documents in a **single pdf** file to: 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
Reference:	E23532	**Closing date:**	02 June 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. *"*

UCT reserves the right not to appoint.