



## USER SUPPORT OFFICER: BUSINESS SUPPORT

(Payclass 09; T1 2-Year Contract)

### Research Systems Research Office

The University of Cape Town, a recognised leading research-intensive university in Africa, is seeking to recruit a **User Support Officer: Business Support** in the Research Systems Support cluster of **eResearch** that serves various Professional, Administrative Support & Service (PASS) departments. This is a supporting role to proactively assist in problem solving and identifying the support needs related to the **business processes and workflow functions** of the ICT-based systems that support the UCT research community. These systems include the electronic Research Administration (eRA) system run on the Converis platform, REDCap, and other software solutions.

The position collaborates with various clusters in the research-related PASS departments to support internal approvals for grant applications via the eRA system. The **User Support Officer: Business Support** will be responsible for developing and delivering training courses for UCT staff on how to efficiently navigate and manage the business processes of relevant systems that are used in the course of the research life cycle. The officer will also liaise with Faculty Finance staff, Deans and Deputy Deans of Research, Research Contracts Managers, Academic Researchers, Debtors and General Ledgers staff to resolve business-related queries raised by system users.

This is a **two-year fixed contract** position, to be filled with immediate effect.

#### Requirements for the job:

- A relevant university degree (NQF 7).
- Two to three years' work experience in adult education, training and/or IT user support as a super-user or at a helpdesk.
- Excellent written and verbal communication skills.
- Excellent presentation skills.
- Proficient computer skills, particularly word-processing software, and web-based platforms.
- Significant initiative and judgement are required while working within a high-pressured environment.
- Experience or ability to quickly acquire relevant business knowledge.
- Excellent time management skills with the ability to perform under pressure.
- Interpretation of an overall plan and translation of the plan into action.
- Ability to work autonomously.

#### Advantageous:

- Work in a university or equivalent environment would be advantageous.
- An understanding of university research administration processes would be advantageous.

#### Responsibilities:

- User support which includes logging, troubleshooting, and resolving business process queries related to ICT systems such as the eRA system
- Coordinate, execute and document internal review processes in support of research-related PASS departments.
- Create training materials and documentation.
- Coordinate and deliver system training to end users.
- Assist with functional security and system administration.
- Keep up to date with systems and business processes that support research-related PASS departments, remaining current in the support tools e.g. MS Office Suite, Vula, ServiceNow.

The annual cost of employment, including benefits is between **R294 596 and R547 802**

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

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

Please ensure that the title and reference number are indicated in the subject line. 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 competency assessment.

**Telephone:** 021 650 5440

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

**Reference number:** E23927

**Closing date:** 09 October 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.