



APPLICATION SUPPORT ENGINEER (Payclass 10)

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Are you experienced in providing technical support for business-critical services, installing, configuring, and supporting applications 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?

As a Application Support Engineer you will play a pivotal role in interpreting business requirements to functional requirements and implementing such to support business units to deliver services in support of the university's objectives. You will play an integral part in the Applications services team in the Enterprise Infrastructure and Services division to develop application services through project work, to design, maintain and manage complete systems, support ICT systems, services and infrastructure and provide technical leadership in a complex and heterogeneous systems 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.

What you will be working on:

- Providing highly technical support for business-critical applications and services.
- Interpreting business requirements to functional and technical configuration and implementing such in the selected solution stack.
- Troubleshooting, remediation and optimization of business-critical services, applications and systems.
- Offer technical guidance and leadership to application and service owners.
- Collaborating with the technical support team to ensure seamless service delivery and availability of services and applications.

Required experience and qualifications:

- Relevant qualification at NQF level 6 and 5 years' experience in enterprise ICT applications and infrastructure support
- Expert in application life-cycle management methodologies including technologies.
- Expert operating system knowledge at advanced administration level: Linux (Ubuntu or SLES) and/or Windows
- Good knowledge of Single Sign-on/Federation technologies such as CAS, SimpleSAMLphp, ADFS or Shibboleth
- Working knowledge of virtual hosting environments: VMWare, HyperV, Citrix etc.
- Working knowledge of network infrastructure services e.g. DNS, DHCP and various networking protocols
- Good knowledge of web application configuration eg: Caching, Proxies, Web Clusters, HTTPS / SSL / Certificates
- Working knowledge of scripting languages such as BASH, PowerShell, PHP, Perl

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.
- Analysis and problem-solving ability.

Advantageous:

- Experience with implementation and administration of Open Journal Systems (OJS), Open Monologue Press (OMP) and DSpace applications.
- Web server administration, configuration, and optimization (Apache, Tomcat, Nginx, IIS).
- Database administration (MS SQL, MySQL, PostgreSQL, Mongo or MariaDB).
- Application performance monitoring, troubleshooting and optimization.
- Project management principles.
- Proven experience with opensource application configuration and administration.

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: E24125

Closing date: 12 February 2024

"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.