

Job Specification

Job Title	ICT Engineer
Category	Permanent Position
Division	Office of the CEO
Reporting To	Senior Manager: ICTG
Job Level	Paterson Grade C3
Job Purpose Statement	<p>Implement and administer ICT policies and procedures within DTPC.</p> <p>Procure, maintain and support computer hardware, software and consumables and provide desktop support to all internal end users.</p> <p>Implement specific activities and controls in line with the DTPC ICT Governance framework and ensure ongoing compliance.</p> <p>To manage a set of technologies as they relate to Internet and collaboration environment. Current set of the technologies in operation entail Microsoft and, Manage Printing, Email infrastructure, MS IIS, Apache, Exchange, Active Directive, Identity Management, SharePoint, VMware, Hyper-V, SysAid, Group Policies, Executive support; Business Intelligent Solution: Email. UC, Collaboration, Microsoft Directory Services, Virtual Desktop Infrastructure.</p>
Key Performance Areas	<p>Provide effective network, security, connectivity services to DTPC</p> <ul style="list-style-type: none"> • Manage and Assign IP addresses to the devices connected to the network • Maintain network VPN gateway, intrusion detection systems • Ensure that IT assets are captured and kept on the DTPC IT asset database, and ensure the database is kept up to date • Routinely do system redundancy tests <p>Provide effective server management</p> <ul style="list-style-type: none"> • Set up, install and monitor server activity • Manage, monitor and action daily audit logs for back-ups of data, applications and electronic communication • Maintain and Assist with off-site storage and testing of back-up tapes • Manage and Assist with testing back-ups through restore procedures and verify process • Manage and Maintain network servers such as file servers, print servers, CCTV servers • Ensure that updates and patches are tested before been applied to software, hardware and virtual devices in the live environment <p>Provide effective Active Directory Managemet</p> <ul style="list-style-type: none"> • Manage configuration of authentication, authorizations and directory services • User accounts, which represent the identities of people who use the network • Computer accounts, which represent the computers that are joined to domains in the Active Directory forest • Security groups, which are used to aggregate

	<p>accounts for the purpose of authorizing access to resources</p> <ul style="list-style-type: none"> ● Adding and removing domain controllers ● Managing and monitoring replication ● Ensuring the proper assignment and configuration of operations master roles ● Performing regular backups of the directory database ● Configuring forest-wide Lightweight Directory Access Protocol (LDAP) settings ● Managing domain and domain controller security policies ● Configuring directory service parameters, such as setting the functional level of a forest or putting the directory in the special List-Object security mode
<p>Provide effective Application Management</p>	<ul style="list-style-type: none"> ● Contributes to decisions about the integration of software and hardware in new ICT systems ● Ensuring that appropriate versions of a product's or system's or tools are available, current and supported
<p>Implement, administer and monitor ICT policies and procedures within DTPC</p>	<ul style="list-style-type: none"> ● Implement controls and procedures on the network/ server aligned to the DTPC ICT policies and procedures ● Assign and control access to the server, user accounts, e-mail accounts, application access and password controls ● Implement specific measures required to ensure and according to the ICT Governance Framework. ● Implement monitoring and control measures in line with the electronic communication usage of email, social networking and internet facilities and intercept mail and facilities where necessary
<p>Procure, maintain and support computer hardware, software and consumables and provide desktop support to all internal end users</p>	<ul style="list-style-type: none"> ● Develop technical specifications for equipment required by end users and applications ● Assist in the procurement of ICT equipment for internal DTPC use ● Diagnose hardware and software problems. ● Repair and upgrade different types of computers and related equipment ● Maintain effective asset management and stock control procedures for all DTPC ICT equipment and ICT supplies and consumables (e.g. print cartridges, cables, adapters, mouse devices, etc.) ● Installation, configuration and maintenance of PC's, laptops, and other end user technology ● Provide 1st level telephony, desktop and hardware support to end users ● Maintenance of network facilities in individual machines such as drivers, settings of personal computers and printers ● Manage and maintain multimedia, data and all application services including data projectors, voice recorders, video conferencing facilities, etc. ● Manage the request and issuing of software licenses and ensure compliance

	<p>Cargo Specific Support</p> <ul style="list-style-type: none"> ● 1st line support on Cargo Spot system ● 1st line support and troubleshooting on ICM Computer equipment ● 1st Line and 2nd support of thin client terminals ● 1st Line support of Compu-Clearing ● 1st line support of terminal services sessions of users. ● Electrical support “ Instrumentation and Process Control” “Wiring Light Current” ● 1st line desktop and printer support ● Assist the maintenance department with PLC and BMS fault finding
	<p>ICT Research and Innovation and Projects related tasks</p> <ul style="list-style-type: none"> ● Technology trends ● Infrastructure trends ● MS Exchange upgrade ● Projects
<p>Qualifications, Knowledge, Skills and Behavioural Competencies Required</p>	<ul style="list-style-type: none"> ● National Diploma – Information Technology or similar ● MCSE ● Advanced knowledge of MS Office suite of applications including MS Projects and MS Visio ● Alcatel and Cisco IP telephony certification – advantageous ● Minimum 3- 5 years IT experience ● Cisco IP telephony experience ● Experience with VMWare ● Experience with Veeam and Avimar ● Experience with Active Directory and Exchange ● Experience with installing and upgrading applications ● Experience with troubleshooting, diagnosing hardware problems and repairing/ fixing hardware ● Experience with Windows and Apple operating systems ● Excellent customer service orientation ● Innovative in finding solutions to clients' needs ● Dedication, willing to work long hours when required ● Be able to work by him/herself and take initiative where needed ● Able to handle very sensitive issues and information and maintain a high level of confidentiality ● Ability to deal with irate and frustrated end users effectively and resolve queries efficiently and effectively ● Attention to detail and methodical in monitoring and checking server and system issues
<p>Opening Date</p>	<p>7 April 2021</p>
<p>Closing Date</p>	<p>27 April 2021</p>
<p>Employment Equity</p>	<p>Preference will be given to African Female candidates and/or candidates with disabilities, as per DTPC's Employment Equity Plan.</p>

Recruitment and Selection Process	<p>The process will consist of the following steps:</p> <ul style="list-style-type: none"> ● Shortlisting of CVs based on minimum requirements of the role; ● 1st Round Panel Interview; ● Psychometric Assessment/s; ● Verification Checks; and ● 2nd Round Panel Interview, if required.
Verification Checks	<p>The following verification checks will be conducted:</p> <ul style="list-style-type: none"> ● Criminal; ● Credit (position of trust), if relevant to position; ● Qualifications; ● Reference Checks; ● South African citizen; ● Valid drivers license; and ● Positive verification of current remuneration package.
Remuneration and Benefits	<p>R375,547 – R525,790 Annual Basic Salary. R506-15 Medical Aid Allowance per month. Company Contribution to Provident Fund and Approved Group Risk Benefit. 20 Working days leave per annum.</p>
Application Forwarding Details	<p>Applications, including a detailed CV, must be forwarded to HR@dubetradeport.co.za.</p> <p>Please ensure that the vacancy being applied for is clearly indicated on your application.</p> <p>Correspondence will be limited to shortlisted candidates only. Should you not be contacted within 2 months after the closing date, then your application has not been successful.</p>