

The Banking Sector Education and Training Authority (BANKSETA) is a statutory body established through the Skills Development Act 97 of 1998 as amended by Act, 26 of 2011 to enable its stakeholders to advance the national and global position of the banking and alternative banking sector. As guided by its mandate, the BANKSETA is as such an agent of transformation and seeks to promote employment equity and Broad-based Black Economic Empowerment through skills development. For further details on the BANKSETA, visit www.bankseta.org.za

Reference Number:	BS/13032023/ICT ADMINISTRATOR
Job Title:	ICT Administrator
Job Band:	B
Reporting Line:	Manager: ICT Manager
Full-time/Part-time/Contract:	Full time
Location:	Gauteng - Centurion (Head Office)

Remuneration: R 359,296.50 – 450 000 per annum CTC.

The purpose of the role:

Assist ICT Manager to provide information systems support by installing, maintaining, and troubleshooting hardware and software on BANKSETA laptops/workstations and peripheral by analyzing hardware requirements, resolving hardware and software problems, installing required hardware and software solutions, and supporting in managing the Service Desk system.

Main Responsibilities:

IT Governance framework, Strategy, Risk Management and Policies

- Implement and address risk mitigation strategies and respond to audit findings.
- Report issues to the Service Desk for escalation and provide feedback on resolution of issues.
- Facilitate Service Provider SLA meetings, compile agenda and take minutes.
- Maintain a dashboard of outstanding issues for discussion with managers.
- Participation in review of policies, plans and procedures in the area of responsibility.

Security Management

- Configure all workstations and peripherals according to approved policies, plans, procedures.
- Install an approved antivirus and any other monitoring, protection software in all workstations.

User access management

- Review all user access and emailing list periodically (monthly / quarterly).
- Reset user passwords.
- Enforce password complexity and length for all computer users.
- Periodically review and monitor access privileges for all users in all BANKSETA systems.

IT/IS Service continuity

- Utilize and maintain the Service Desk Management system
- Provide Service Desk support and resolve incidents/problems
- Provide remote access support to all BANKSETA computer users

Competencies:

- Integrity
- Problem solving/analytical/investigative orientation.
- Presentation skills
- resilience and drive
- innovation and resourcefulness
- communication skills

Knowledge and Skills Required:

- 3 years' experience of which 2 years should be working as IT Technician and 1 year of IT Helpdesk
- LAN/WAN technical experience
- Computer repairs and maintenance

Minimum Requirements:

- National Diploma in IT/IS, NQF 6 Qualification non-negotiable
- Knowledge and/or experience with Microsoft cloud services (Azure/Office 365)
- Computer repairs and maintenance

Closing date for applications: **24 March 2023**

Please direct all applications recruitICTAdministrator@bankseta.org.za

Please use the reference number of this advert (BS/13032023/ICT Administrator) when applying.

Please direct any queries to Celesteh@bankseta.org.za. No applications to this email address.

Note: Preference will be given to candidates who meet BANKSETA's Employment Equity Plan. White and coloured males/females are encouraged to apply.