

The Agricultural Research Council (ARC) is a premier science institution that conducts research with partners, develops human capital and foster innovation in support of the agricultural sector. It provides diagnostic, laboratory, analytical, agricultural engineering services, post-harvest technology development, agrochemical evaluation, consultation and advisory services, food processing technology services as well as various surveys and training interventions. Through its wider network of research institutes and experimental farms, the ARC provides a strong scientific base and a broadly distributed technology transfer capacity to the entire agricultural industry in South Africa.

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**The ARC- Tropical and Subtropical Crops (ARC-TSC) seeks to appoint experienced and dynamic person to the following position in Nelspruit Mpumalanga Province.**

**ICT SYSTEMS ADMINISTRATOR SUPPORT**

**Salary (R381 841 - R572 759 p.a.) all-inclusive remuneration package**

***Key Performance Areas:***

The successful candidate will be responsible for:

- Installation and maintenance of ICT hardware maintain asset database, installation of legal, licensed software and approved network equipment,
- Installing Software upgrades and providing user support on software where possible,
- Consult advice and support where possible on use and/or installation of specialized software, hardware and intelligent devices,
- Maintaining security of the network and applications,
- Consult with ICT Senior System Administrator, ICT Service Delivery Manager or CO Engineers where required to ensure information systems operate effectively,
- Performing backups in line with DRP, BCP and Backup and Restoration policies,
- Provide first and second line support to end users as per Ivanti incident management system,
- Maintain good relationships with end users and management in the absence of an ICT Senior System Administrator,
- Maintain or ensure effective delivery of ICT Strategy initiatives and projects,
- Maintain hardware and software asset register and ensure effective lifecycle planning processes. Maintain specialized software maintenance/annual licensing renewal,



- Ensure physical security of all computer equipment,
- Ensure required asset documentation for each insured asset device is completed, signed and filed,
- Determining client's computer needs and requirements on a continuous basis and plan service accordingly in the absence of an ICT Senior System Administrator,
- Ensure that telecommunications infrastructure is installed and maintained at optimal level,
- Ensure that telephone reports (accounts) are delivered in accordance with institute requirements,
- Taking part in Institute ICT management through reporting to the internal Institute ICT Committee and report monthly to the ICT Service Delivery Manager in absence of an ICT Senior System Administrator,
- Act, in liaison with the ICT Service Delivery Manager, as contact between the Institute(s) and external Service Providers in the absence of an ICT Senior System Administrator,
- Assist researchers in the development and support of IT solutions for agricultural use.

**Requirements:**

- The ideal candidate must have a National Diploma in Information Technology or Computer Science,
- A Bachelor's Degree in Information Technology will be an added advantage,
- A Microsoft certification will be advantageous,
- (5) years' experience in an Information Technology, especially in a research environment will be advantageous,
- Code B or EB driver's license,
- Good knowledge of ICT principles and financial policies and procedures,
- Knowledge of Computer hardware and software,
- High-level ability to work independently,
- Good communication verbal and written skills.

**Enquires: Mr Pieter Breedt Tel: (021) 809 3522**

**CLOSING DATE FOR APPLICATIONS: 09 DECEMBER 2022**



A competitive remuneration package will be congruent with the scope, responsibilities and the stature of the position. The appointment will be subject to a positive security clearance and preference will be given to South African citizens.

Applications accompanied by covering letter, detailed CV (Including certificates, supporting documents, copy of driver's license and nationality. NB: Non-RSA Citizens/work permit holders must attach certified copies) as well as the names and particulars of three (3) traceable referees must be e-mail to [hritsc@arc.agric.za](mailto:hritsc@arc.agric.za)

SAQA evaluation report must accompany foreign qualifications. Incomplete applications will not be considered. Applicants who do not receive any response four (4) weeks after the closing date must regard their applications as unsuccessful. The Agricultural Research Council is an equal opportunity employer and is committed to the principles and processes of Employment Equity. The company has the right not to appoint.

