

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.

The ARC-Central Office (ARC-CO) seeks to appoint a highly skilled, experienced and dynamic person to the following position at Hatfield, Pretoria:

ICT SYSTEMS ADMINISTRATOR SUPPORT

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

Key Performance Areas:

- Installation and maintenance of ICT hardware, software and network equipment,
- Installing, upgrading and providing user support on software,
- Setting, Maintaining and monitoring security of the network and applications,
- Consult with Senior Systems Administrator/ICT Service Delivery Manager or Engineers where required to ensure information systems operate effectively,
- Performing backups in line with DRP, BCP and Backup and Restoration policies,
- Provide 2nd and 3rd line support to End Users as per ITSM call log system,
- Managing relationships with End Users and Management in absence of a Senior Systems Administrator,
- Ensuring effective delivery of ICT Strategy initiatives and projects,
- Maintain hardware and software asset register as well as the hardware leasing register and ensuring effective lifecycle planning processes,
- Taking part in management through reporting to the internal Institute ICT Committee and report monthly to the ICT Service Delivery Manager in absence of a Senior Systems Administrator,
- Manage the telephone system environment, including creation deletion and changing of telephone extensions and the creation and deletion of PIN codes for external dialling,
- Distribution of detailed telephone reports from Telephone Management System,



- Manage the printing environment, including the creation and deletion of printing codes/user accounts,
- Assist SCM through consultation with the acquisition of ICT related Services and equipment requested by the institute,
- Manage and/or assist with corporate projects such as hardware refresh Desktop/Laptop/Servers or new service deployment, or current system expansions.

Requirements:

- National Diploma in IT or related profession,
- A minimum of 5 years of experience in an ICT Support function, preferably in a research environment,
- B Degree in IT / Microsoft Certification will be an advantage,
- ITIL Certification will be an advantage,
- Excellent interpersonal skills,
- Communication and planning skills.

Enquires: Mr Pieter Breedts, Tel: (021-8093522)

CLOSING DATE FOR APPLICATIONS: 01 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 HRCV@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.

