



Vacancies

Culture, Art, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) is a Sector Education and Training Authority (SETA) established under the Skills Development Act (No 97 of 1998). Cathsseta has the following positions available.

1. Desktop Support Technician Ref: CATHS11/2020 –HEAD OFFICE (Fixed Term Contract)

Job Purpose: Provide facilitation and support in identification of ICT needs and opportunities for improvement in business operations and processes

Requirements: A Matric certificate, Three-year **IT related** qualification. IT related certifications: A+, N+, Security+ or MSCE/MCS. At least three years' experience in IT Desktop Support environment.

Competencies Requirements: The incumbent should demonstrate capabilities related to:

Excellent knowledge of PC and desktop hardware. Excellent knowledge of PC internal components. Hands-on hardware troubleshooting experience. Extensive equipment support experience. Ability to operate tools, components, and peripheral accessories Able to read and understand technical manuals, procedural documentation and OEM guides. Working technical knowledge of current protocols, operating systems, and standards. Report writing

Job Responsibilities: Support development and implementation of new ICT projects and new hardware installations. Support development and implementation of new ICT projects and new hardware installations .Assist in developing long-term strategies and capacity planning for meeting future ICT tools to meet organisational needs. Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including off-site repair for remote users as needed .Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels. Construct, install, and test customised configurations based on various platforms and operating systems. Collaborate with the ICT team members to ensure efficient operation of the organisation's desktop computing environment. Where required, administer and resolve issues with associated end-user workstation network software products. Receive and respond to incoming calls, pages, and/or work orders regarding desktop problems. Ensure that desktop connections, i.e. Network environment is in proper working order. Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports .If necessary, liaise with third-party support and ICT equipment vendors. Perform related duties consistent with the scope and intent of the Desktop Support position such as backups, system health checks, ICT equipment audit etc. Assist Manager: ICT by providing relevant information for financial planning and management purposes, where necessary. Implement and maintain knowledge of relevant systems, policies, regulations and procedures, disseminate and/or present changes to stakeholders and advise on the implementation of changes and report on impact analysis. Facilitate compliance with ICT regulations. Assist in obtaining a

departmental Audit score equal to the other SETAs' average or better. Implement and maintain processes that capture and exploit innovative opportunities. Implement and maintain acceptable practices for standardization purposes. Implement and maintain interfaces in an efficient manner. Implement and maintain transformation initiatives within the area of responsibility to execute CATHSSETA's mandate. Maintain healthy internal and external relations (communities, government, employers, colleges, internal stakeholders etc.) to assist in achievement of organizational goals

2. Engineer: ICT Systems Support Ref: CATHS12/2020 – HEAD OFFICE (Fixed Term Contract)

Job Purpose: Design, configure and deploy Information Communication Technology (“ICT”) Infrastructure solutions for business applications, systems administration, or network (LAN and WAN), ICT security, server farm, datacentre and guide implementation including monitoring the performance of the systems

Requirements: A Matric certificate, B. Degree in IT or at least five years' experience in systems administration role ,A+, N+, CCNA, MCSE or MSCA. At least 3 years in the ICT environment as a Systems Administrator or Systems Engineer.

Competencies Requirements: The incumbent should demonstrate capabilities related to: Design and implementation of ICT infrastructure solutions (network, security, VOIP, windows server environment etc.), Implementation of complex ICT infrastructure and applications projects .Conceptual and Analytical Thinking. Innovation and initiative. Project management

Job Responsibilities: Contribute in the development of ICT strategic and annual performance plans for CATHSSETA. Implement the ICT operational plan .Align business activities with strategic and operational plans. Assist ICT Manager in the implementation of the ICT security policies and address business continuity and managing the risk to ensure legislative demand and satisfy the need to safeguard organization's ICT systems, information and reputation. Assist the ICT Manager in conducting CATHSSETA's business systems analysis to determine ICT problem root causes within the organisation. Process and compare these against alternative solutions and recommend the appropriate business ICT system solutions, how these recommended systems components interact together for institutional interoperability and enhancing ICT efficiencies and effectiveness. Investigate system component suitability for specified purposes and make recommendations regarding component use .Perform ongoing hardware and software maintenance operations, including installing or upgrading hardware or software, configuring servers to meet functional specifications. Create and maintain programmatic and technical documentation to ensure efficient planning and execution. Manage and document ICT system configurations and ensure compliance to ICT Architecture and prescripts and guidelines. Manage and maintain organization's Windows environment, including design, integration, configuration, testing and deployment systems. Develop and complete actions in system specifications, technical and logistical requirements and other discipline. Execute the design, configuration, deployment and implementation of CATHSSETA's specific ICT systems needs. Design, configure and install network equipment such as switches, router, wireless access points etc. Design, configure and install security tools such as firewall, IPS/IDS etc. Design, configure and implement effective backup procedures and conduct backups on an ongoing basis to safeguard organization's information and systems. Maintain datacentre and ensure that it is always in good working order for hosting of organization's systems and servers. Maintain windows server environment, Exchange, AD, File etc. Perform security analyses of developed or packaged software components and complete models and simulations, using manual or automated tools, to analyse or predict system performance under different operating conditions Determine the need for encryption of data (at rest/in transit) in

the light of network "threats" to data integrity. Identify the risks to the CATHSSETA business that can be caused by security threats to information and ICT systems. Provide inputs into Security ethics and quality assurance. Collaborate with engineers and software developers (stakeholders) to select appropriate design solutions. Ensure the compatibility of system components within CATHSSETA. Evaluate current or emerging technologies to consider factors such as cost, portability, compatibility, or usability. Identify system data, hardware, or software components required to meet user needs. Provide technical guidelines for implementing secure systems and support for the development or troubleshooting for CATHSSETA. Assist ICT Manager in delivering financial viability for the department. Drive initiatives aimed at eliminating waste, improve productivity and reduce operating costs within the ICT Management unit. Implement and maintain knowledge of relevant systems, policies, regulations and procedures, disseminate and/or present changes to stakeholders and advise on the implementation of changes and report on impact analysis. Facilitate compliance with ICT regulations. Implement ICT architecture, policies and procedures. Assist in obtaining a departmental Audit score equal to the other SETAs' average or better. Implement ICT risk controls. Ensure compliance to all Skills Development legislation. Respond to audit reports and implement corrective action plans. Implement and maintain processes that capture and exploit innovative opportunities. Implement and maintain acceptable practices for standardization purposes. Implement and maintain interfaces in an efficient manner. Implement and maintain transformation initiatives within the area of responsibility to execute CATHSSETA's mandate. Maintain healthy internal and external relations (communities, government, employers, colleges, internal stakeholders etc.) to assist in achievement of organizational goals. Lead the unit so as to ensure a positive culture of work and performance. Set performance targets for the department and regularly monitor achievement thereof (performance management). Provide feedback on performance of team. Ensure capacity of subordinates by providing relevant training. Develop Individual Development Plans/Individual Learning Plans (IDPs/ILPs) for subordinates to promote succession and talent retention. Monitor implementation of (IDPs/ILPs). Coach and/or mentor subordinates, where required. Ensure management, review and specify an efficient and effective utilization of resources. Ensure participatory democracy and Batho Pele principles through a caring, accessible and accountable service

Please refer to CATHSSETA website for the complete Job Descriptions

Applications must be accompanied by a signed application form and a detailed CV. Applications can be submitted electronically via e-mail to hrvacancies01@cathsseta.org.za to reach CATHSSETA no later than Sunday, 05th July 2020. Late applications will not be considered. *Should you not hear from CATHSSETA within one month of the closing date, please regard your application as unsuccessful. CATHSSETA is an equal opportunity employer, committed to employment equity.*