

## DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM

*DRDLR is an equal opportunity and affirmative action employer. It is our intention to promote representivity in DRDLR through the filling of posts. We reserve the right not to fill a position.*

- APPLICATIONS** : Only applications submitted online via the e-Recruitment System @ <https://drdlr.erecruit.co/candidateapp/Jobs/Browse.aspx> will be accepted.
- CLOSING DATE** : 30 April 2018 at 16:00
- NOTE** : Late applications will not be considered after the closing date. Kindly note that technical support is available from Graylink, Monday to Friday from 8:30 to 17:00 @ 021 424 8677 should you experience any difficulties with your online application. It would be appreciated if you can only upload those course certificates applicable to the post that you apply for. All applicants must be SA Citizens/Permanent Residents or Non-SA Citizens with a valid work permit. Applicants will be expected to be available for selection interviews and competency assessments at a time, date and place as determined by DRDLR. The Department reserves the right to conduct pre-employment security screening and appointment is subject to positive security clearance outcome. Applicants must declare any/pending criminal, disciplinary or any other allegations or investigations against them. Should this be uncovered post the interview the application will not be considered for the post and in the unlikely event that the person has been appointed such appointment will be terminated.

## OTHER POSTS

- POST 15/34** : **ICT SUPPORT TECHNICIAN (REF NO: 3/2/1/2018/107)**  
Directorate: ICT Service Management
- SALARY** : R226 611 per annum (Level 7)
- CENTRE** : Pretoria
- REQUIREMENTS** : National Diploma in Information Technology/Computer Science. Appropriate technical IT qualifications: Cisco CCNA Certificates, ITIL Foundation Certificate, Technical Certificates (A+, N+, MCSE). 1 year working experience in IT Technical support environment and ICT supporting hardware, software and network (2nd level support). Network management experience. Job related knowledge: Information Technology acts and policies; Internal control and risk management; Project management principles and tools; Technical aspects of information and communication technology goods and services. Job related skills: Planning and organizing; Communication (written and verbal); Supervisory; Computer literacy; Project management: Interpersonal relations; Problem solving and analysis; Change and diversity management. Ability to offer lessons and practical skills. A valid driver's licence (code 08).
- DUTIES** : Provide technical line support to all end users (hardware and software support). Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications. Assist all our users with any logged IT related incident when called upon. Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary. Accurately record, update and document requests using the IT service desk system. Install and configure new IT equipment. Resolve incidents with printers, copiers and scanners. Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner. Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation. Ensure technology is accessible and equipped with current hardware and software. Troubleshoot hardware, software and network operating system. Be familiar with all hardware and software. Be familiar with network operating system. Provide orientation to new users of existing technology. Train staff about potential uses of existing technology. Train staff about new and potential use. Provide individual training and support on request. Provide recommendations about accessing

information and support. Maintain current and accurate inventory of technology hardware, software and resources. Provide, monitor and manage Local Area Network (LAN). Coordinate IT Network support with internal and external parties. Provide IT Network support. Monitor network and report any anomalies. Document and maintain network equipment and configurations. Ensure security measures are met and policies are adhered and workshop ICT Policies. Educate users about ICT policies such as password policy, email policy, internet policy, desktop policy and etc. Monitor and maintain technology to ensure maximum access. Troubleshoot all technology issues. Maintain log and/or list of required repairs and maintenance. Make recommendations about purchase of technology resources. Research current and potential resources and services. Ensure hardware is stripped and secured before disposal. Connect and setup hardware, load all required software. Test and rollout all projects that OCIO is rolling out to the department and serve as a point of contact to regional technical staff regards to all projects undertaken by OCIO. Test new applications before implemented/installed in departmental Network and advice accordingly. Assist on escalated calls from technicians from other regions and resolve them on time. Train technician from other regions if there is a new applications in the Department.

**NOTE** : Coloured, Indian and White males and African, Coloured, Indian and White females and persons with disabilities are encouraged to apply.

**POST 15/35** : **ADMINISTRATIVE OFFICER (REF NO: 3/2/1/2018/108)**  
Directorate: Quality Assurance and Administration

**SALARY** : R226 611 per annum (Level 7)  
**CENTRE** : Mpumalanga (Witbank)  
**REQUIREMENTS** : National Diploma in Public Administration. 1-2 years relevant working experience. Practical knowledge of minute taking. Knowledge of meeting procedures, report writing and good command of Microsoft Office package. Job related skills: Communication; Planning and organizing; Interpersonal relations and Computer literacy.

**DUTIES** : Render administrative support service. Provide administrative functional support to the head of division. Prepare submission and correspondence. Process subsistence and travel claims. Administer post incoming and outgoing mail. Provide provisioning and logistical services. Render logistics for workshop, seminars. Maintain supply of stationery, furniture and office equipment. Make travel and accommodation arrangements Provide assistance with personnel performance management system administration. Control personnel performance management system. Maintain records management. Maintain records keeping and filing system. Administer leave registry. Records flow of correspondence. Make photocopies and faxing.

**NOTE** : Coloured, Indian and White males and Coloured, Indian and White females and Persons with disabilities are encouraged to apply.