

**GOVERNMENT TECHNICAL ADVISORY CENTRE (GTAC)**

*The GTAC is an equal opportunity employer and encourages applications from women and people with disabilities in particular. Our buildings are accessible for people with disabilities.*

- APPLICATIONS** : Applications must be e-mailed timeously to [recruit@gtac.gov.za](mailto:recruit@gtac.gov.za) or hand delivered to the National Treasury Reception desk at 240 Madiba Street, Pretoria. Applications e-mailed should not exceed size limit of 4MB. Numerous e-mails can be sent with attachments. Please visit the GTAC website at [www.gtac.gov.za](http://www.gtac.gov.za) for more information.
- CLOSING DATE** : 08 June 2018 at 12h00
- NOTE** : Only South African Citizens, and Permanent Residents need apply as per PSR 2016. Applications should be accompanied by a duly completed and signed Z83 form (obtainable from any Public Service department). The post title and reference number must be clearly indicated on the Z83 form. A recent comprehensive CV and originally certified copies of qualifications and ID should be submitted. Short listed candidates must make themselves available for a panel interview on the date determined by the GTAC. Qualification checks and security screening will be conducted on recommended candidates. Recommended candidates may be subjected to competency assessments. Late applications, and those not meeting the requirements, will not be considered. If you have not received feedback from the GTAC within 1 month of the closing date, please regard your application as unsuccessful. Note: The GTAC reserves the right to fill or not fill the advertised posts.

**OTHER POST**

- POST 21/05** : **DEPUTY DIRECTOR: ICT USER SUPPORT (GTAC) – REF NO: G005/2018**  
Term: Permanent
- SALARY CENTRE REQUIREMENTS** : R657 558 – R774 576 per annum (All-inclusive package) (Level 11)  
Pretoria
- : To be considered for this position, the applicant must have a completed a graduate degree or related qualification in Information and Communications Technology or related specialisation. At least 5 - 7 years' experience in ICT. Experience in the Public Service. Must troubleshoot problems accurately, be able to work under pressure and possess a patient attitude to deal with a variety of situations and personalities. Good interpersonal communication skills.
- DUTIES** : Assist with the establishment and maintenance of the GTAC ICT governance framework including: ICT policies, procedures and classification systems, ICT service delivery practices, ICT Minimum Interoperability Standards (MIOS), ICT risk mitigation strategies and controls, ICT disaster recovery plans and processes and ICT internal controls and registers for access, security and asset management. Assist with the implementation, compliance and relevance of ICT policies and procedures including: Providing support to line management on ICT processes and services, Organising and supporting ICT audits and implementing findings. Establish and maintain the GTAC ICT Plan. Monitor, evaluate and report on the GTAC ICT plan. Manage the continuous improvement of GTAC ICT processes. Implement the ICT service level agreement with NT-CS regarding the GTACs': Server and networking requirements, Desktop hardware and equipment requirements, Fixed and mobile telephony requirements and Business and website application requirements. Recommend and assist with the acquisition, management and use of information and communication technologies. Submit approved GTAC ICT requirements to NT-ICT, and assist with the procurement thereof including the: Identification of suppliers and services providers and Analysis of technical bid. Update and maintain the GTAC-ICT service provider database, and, where relevant, the administer ICT service provider service level agreements and schedules. Develop, implement and maintain ICT product and service delivery management plans. Manage, in collaboration with NT-ICT, the

installation of the ICT network and telephony equipment including cabling and connectivity. Manage, in collaboration with NT-ICT, the GTAC internet domain registration, and administration and maintenance of the email address registry, email data limits and internet access controls and connectivity. Develop and implement maintenance schedules for the ICT network and connectivity including testing and issues resolution. Manage, in collaboration with NT-ICT, the development, circulation and implementation, as required, of ICT disaster recovery plans and processes. Manage the receipt of ICT desktop hardware and equipment. Prepare and distribute desktop hardware and equipment computers for use. Develop and implement cleaning and servicing maintenance schedules for desktop hardware and equipment. Manage the GTAC-ICT helpdesk call / visit logging, coding and escalation processes. Manage, in collaboration with NT-ICT or the DD: Systems Applications as relevant, the identification, investigation and resolution of hardware, network or server access or functioning issues and requests. Verify and obtain approval for the replacement or repair of equipment and hardware, and process claims where relevant. Maintain user query and/or request resolution records, and prepare user trends analyses reports. Manage, in collaboration with NT-ICT, the tracking, analysis, evaluation and reporting on the ICT network, desktop hardware and equipment usage, server usage, connectivity and performance, and security and maintenance of GTAC information. Develop and submit ICT incident reports and response plans to the DG: State Security Agency, the Auditor-General and such other authorities as the Head: GTAC considers appropriate. Manage the ICT desktop hardware and equipment inventory audits, and address and report findings. Prepare and submit ICT service delivery performance reports. Research and make recommendations for new ICT technologies and hardware, obtain approvals and administer the: Setting of up new equipment and upgrading of existing systems.

**ENQUIRIES**

:

Kaizer Malakoane Tel No: (012) 315 5442