****

|  |
| --- |
| **A. JOB INFORMATION** |

|  |  |
| --- | --- |
| **POST HOLDER** |  |
| **PERSAL NUMBER** |  |
| **JOB TITLE** | IT TECHNICIAN- ICT (DISTRICT) |
| **CORE** |  |
| **CORE CODE** |  |
| **POST LEVEL** | TO BE DETERMINED BY JOB EVALUATION |
| **LOCATION** |  |
| **COMPONENT** | SUPPLY CHAIN MANAGEMENT AND ICT |
| **DATE** |  |
| **POSTS REPORTS TO** | ASSISTANT DIRECTOR: ICT |

|  |
| --- |
| **B. ORGANOGRAM** |

|  |
| --- |
| **C.JOB PURPOSE** |

**To provide ICT support services.**

|  |
| --- |
| **D.MAIN OBJECTIVE** |

|  |  |  |
| --- | --- | --- |
| **No.** | **Main objectives (Include 4-5 activities)** | **PERCENTAGE**  **%** |
| 1. | **Provide day to day support to users on the LAN:**   * Setup account permission on all users and their workstations * Create user accounts on the active directory and create email accounts on the exchange server * Setup wireless access to mobile users (laptop) * Assist users on the use of transversal systems * The rendering of helpdesk services to support the administration, district, circuits and schools. * The rendering of networks and connectivity to users. |  |
| 2. | **Troubleshoot windows and perform software installation:**   * Download and install codes tables as circulated by Treasury * Update and upgrade the installed departmental applications and operating system * The installation and configuration of local data communication networks which may carry data following departmental standards. * The installation, operation and the maintenance of network services, routes, hubs, switches, modems and other network devices following technical plans. |  |
| 3. | **Provision of first line technical support:**   * Troubleshoot hardware within the region * Data recovery on a non-booting operating system * Identify, find and install appropriate drivers for hardware |  |
| 4. | **Perform and manage administrative and related functions:**   * Prepare and submit weekly, monthly and quarterly reports * Prepare and submit PMDS timeously * Maintain an effective record keeping * Develop IT register * The assistance in the maintenance of standards and documentation. |  |
| **TOTAL** |  | **100%** |

|  |
| --- |
| **E.COMMUNICATION AND STAKEHOLDERS** |

|  |  |
| --- | --- |
| **No.** | **Stakeholders** |
| 1. | Provincial Departments  All Senior Management and official in the Department  National Departments and officials  Private Sector Organisations  Internal Organisations  Organised Labour  State Owned entities- Marketers/ Event Coordinators  Oversight Bodies |

|  |  |
| --- | --- |
| **PHYSICAL DEMANDS/HAZARDOUS CONDITIONS** | N\A  N\A  Service Delivery Protests  Driving long distance during awkward times |
| **HOURS OF WORK** | 8-16:30 |

|  |
| --- |
| **G.MATERIAL AND EQUIPMENT** |

* Office equipment

|  |
| --- |
| **H.BUDGET** |

* Recommend expenditure as per the allocation

|  |
| --- |
| **I.ENABLING LEGISLATION \ ACT GOVERNING THE JOB HOLDER** |

* Constitution of South Africa
* Employment of Educators
* South African Schools Act
* Public Finance Management Act
* Public Service Act
* Public Service Regulation; and
* Other relevant acts, policies and regulations

|  |
| --- |
| **J. INHERENT REQUIREMENTS AND COMPENTENCY OF THE JOB** |

|  |  |
| --- | --- |
| **ESSENTIAL REQUIREMENTS** | |
| **KNOWLEDGE** |  |
| **SKILLS** | * Project Management * Applied Strategic Thinking * Applied Technology * Budgeting and Financial Management * Communication and Information Management * Citizen Focus and Responsiveness * Strategic Management * Develop Others * Financial Management * Diversity Management * Impact and Influence * Networking and Building Bonds * Managing Interpersonal Conflicts & Resolving problems * Planning and Organising * Team Leadership * Communications * Problem Solving and Decision Making * Negotiations * Continuous Improvement |
| **MINIMUM EDUCATION AND TRAINING** | * NQF 7 as recognised by SAQA |
| **Minimum Experience** | * Relevant experience |
| **VALUES/ATTRIBUTES** | * Honesty and integrity * Professionalism * Self – driven * Team work |
| **COMMUNICATION** | * Good communication skills (written and verbal skills)   and a good command of English language |

|  |
| --- |
| **K. PROMOTION/PROGRESSION** |

|  |  |
| --- | --- |
| **NEXT HIGHER POST** | ASSISTANT DIRECTOR |

|  |
| --- |
| **L. AMENDMENTS TO THE JOB DESCRIPTION** |

*The Supervisor or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem* ***reasonable, after due consultation with the post holder.***

|  |
| --- |
| **M. PERFORMANCE/WORKPLAN AGREEMENT** |

*The performance/workplan agreement of the incumbent, which contains specific target dates, should be read as an extension of this job description and may also contain any standard operating procedures that the incumbent should adhere to during the execution of his/her key performance areas.*

|  |
| --- |
| **N. AGREEMENT** |

|  |
| --- |
| Name: …………………………………… ……………………………… ………………………..  Job Holder Signature Date  Name: ………….………………………… ……..………………………… ………..……………...  Supervisor Signature Date |