



PRINCE ALBERT MUNICIPALITY

PRIVATE BAG X53

PRINCE ALBERT, 6930

NOTICE 161/2024 –EXTERNAL VACANCY

Written applications on the prescribed application form are hereby awaited from suitably qualified and experienced candidates for appointment as a:

INTERN: INFORMATION TECHNOLOGY SUPPORT

Post identification number: WC052-1.2.4.1

Directorate: Financial Services

Section: Financial Services

(Applicants who previously applied do not have to reapply)

REQUIREMENTS

- A relevant ICT qualification at NQF 6 Level;
- 1 – 2 years' relevant experience in IT Support;
- A valid Code B driver's license;
- Advance computer literacy (MS Office Package);
- Knowledge of the ICT Policies and Procedures;
- Attention to detail;
- Sound reporting writing and presentation skills;
- Analytical skills;
- Good communication skills;
- Good grasp or understanding of End-User Technical Support; ITIL concepts, Networking Concepts, Active Directory, Windows server 2019 – 2022, O365 concept and Azure Concept;
- Proficient in at least Effective communication skills in at least two of the three official languages of the Western Cape.

KEY PERFORMANCE AREAS

- Troubleshooting and endpoint computer and installs new software and/or hardware;
- Configuring set-commands, testing, solving of logs, conducting analysis and evaluation of functionality on technical municipal systems;
- Performing upgrades and repairs to components / peripheral devices;
- Setting up, installing new hardware and testing new units prior to handover and monitoring functionality in the live environment;
- Provides administrator support associated with the capability of application software, peripheral devices, connectivity and / or functionality of operating software;

- Provide support, administration, monitor backup processes and network services availability for Prince Albert Municipality;
- Engage with Service Providers for ensuring compliance with the SLA;
- Trouble shooting fewer complex problems with remote and local users on line/ telephonically and/ or visiting user sites to analyse, diagnose and resolve application and operating system related problems;
- Providing 1st, 2nd and 3rd line support to ICT Tools and system users (Officials and Councillors within the Prince Albert Municipality);
- Providing guidance on training to new user's start-up/ log-on procedures and / or sequences, tools and capabilities of associated packages;
- Evaluating competency level of end users and conducting demonstration or instruction- based training capability;
- Updating asset details of computer equipment and accessories located within the Municipality.
- Updating and maintaining of the municipal website.

SALARY

R 120 000,00 per annum.

STATUS OF POSITION

One (1) year fixed-term contract appointment.

CLOSING DATE

Friday 1st November 2024 at 15h00.

GENERAL

1. Application on the prescribed application form with certified copies of qualifications, curriculum vitae, identification document, driver's license and courses must be posted to: **Mr Abridon Sass – Human Resource Management Department**, 33 Church Street, Prince Albert, 6930, tel 023 541 1036 before or on **FRIDAY 1st NOVEMBER 2024 at 15h00**.
2. Applicants are encouraged to submit applications to jobapplications@pamun.gov.za.
3. Candidates must be willing to be subjected to a practical test and interview and evaluation process and be aware that previous employers and referrals can be contacted and their qualifications, credit record can be verified.

4. Queries can be directed as follow:

Job-related enquiries	Mr. Donovan Platjies Tel: 023 541 1668 Email: donovan@pamun.gov.za
Human resource, recruitment and selection process enquiries	Mr. Abridon Sass Tel: 023 541 1036 Email: abridon@pamun.gov.za

5. Prince Albert Municipality is an equal employer and encourage persons with disabilities, persons from previously disadvantage groups and especially women to apply. The Municipality reserve the right to not make an appointment. Canvassing will lead to automatic disqualification. If you do not receive any feedback within 90 days after the closing date, applicants may assume that their applications were unsuccessful.

6. Please note that the following will lead to disqualification:

- 6.1) Non-submission of copies of academic qualifications/records.
- 6.2) Canvassing of Councillors.
- 6.3) Submission of fraudulent qualifications and/ or documents.



NOEL VAN STADE
ACTING MUNICIPAL MANAGER
17 OCTOBER 2024