



National Gambling Board

South Africa

a member of **the dti** group

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Reference Number: NGB 08/2019

Nature of Employment - Permanent position

**Remuneration Scale: R 391,467.00 – R509,097.00
(all inclusive package per annum)**

BRIEF SUMMARY OF THE ACT

The National Gambling Board (NGB) is established in terms of the National Gambling Act, (NGA) 2004 (Act 7 of 2004) as amended. It is a schedule 3A Public Entity in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The NGA makes provision for the coordination of concurrent national and provincial legislative competence over matters relating to the continued regulation of gambling activities and also makes provision for the establishment of uniform norms and standards applicable throughout the Republic in certain gambling activities.

STRATEGIC OBJECTIVE

The strategic objectives stated below straddle and apply across all positions within the Board. Successful incumbents will be required to execute their functions in consideration of the following strategic objectives Enhance Stakeholder Liaison and Statutory Advisory Services; Optimise Organizational Excellence; Enforce Gaming Technical Compliance; and Enforce Compliance.

PURPOSE

To provide IT technical support to the National Gambling Board computer users in order to minimise work disruptions and enable smooth operations.

KEY PERFORMANCE AREAS

End User Support

- Provide first line Information Technology support to all NGB staff.
- Receives user support calls and troubleshoot hardware and software issues.
- Troubleshoot and resolve IT problems (Critically analyse symptoms, plan and take appropriate action) with minimum supervision.
- Assesses potential causes of issues logged and attempts to resolve remotely prior to physical attendance of calls.
- Escalate to IT Systems Support Practitioner if cannot be resolved.
- Installing and upgrading anti-virus software to ensure end user security.
- Assist with upgrading the entire system to enable compatible software on all computers.
- Acquires and maintains current knowledge of relevant product offerings and support policies to provide technically accurate solutions.
- Assist in performing tests and evaluations on the new software and hardware.
- Assist with repairing or replacing damaged hardware.

Server / System Administration

- Manages the physical server to improve utilisation by monitoring and reporting on server performance on a quarterly basis.
- Receive and log access request to the system, ensure proper approval is obtained prior to IT Systems Support Practitioner granting access in line with Policies.
- Conduct scheduled back-ups on the central backup system.
- Reviews computer system access reports to identify possible security violations.

Network Administration

- Conduct daily backup operations.

- Utilise daily checklist to ensure all systems are up and running in accordance with organisation requirements.
- Monitors network performance to ensure optimum response.
- Monitors capacity, performance, security and system health on a daily basis.
- Checks that network services are available at all times.
- Daily report on all system defects picked up on the checklist.

Customer Relationship Management and Contract management

- Ensure that all customer queries are addressed within the Service Level Agreement (SLA) stipulated time frame.
- Train users and technical staff in the use of new software.
- First time fix rate and recall rate under the stipulated requirements.
- Maintain customer relationship.
- Manage relationships with service providers.
- Manage contracts entered into with service providers, including maintenance agreements.

MINIMUM JOB REQUIREMENTS

Qualifications

- Bachelor's Degree or Three (3) years National Diploma in Computer Science/Information Technology and CompTIA A+ and N+ certification.

Experience

- Three (3) years' practical experience in IT A+ and N+ Information Technology, experience in IT systems maintenance and support (Microsoft, Linux)

Competence and skills

The appointee must have the following skills:

- Systems Administration
- Problem Solving
- Time Management
- Technical

The successful applicants' remuneration package will be in terms of the NGB Remuneration Policy. The National Gambling Board subscribes to the principles of Employment Equity.

The appointee will be required to sign a performance agreement within one (1) month of joining the organisation and this position is subject to a twelve (12) months' probation period.

The completed application with all supporting documents (i.e. employment application form, CV, copies of qualifications and identity document) can be submitted by e-mail to recruitment@ngb.org.za, hand delivered to the NGB offices at 420 Witch Hazel Avenue, Eco Glades 2, Block C, Eco Park, Centurion or posted to the Senior Manager: Human Capital Optimisation, Private Bag x 27, Hatfield 0028.

Please quote the name of the position you are applying for and the reference number on the subject line of your e-mail, when applying for any vacancy.

Background verifications, criminal record checks, citizenship check and competency assessment will form part of the selection process. It is the responsibility of candidates with foreign qualifications to have them verified by the South African Qualifications Authority (SAQA). Communication will only be limited to shortlisted candidates.

People with disabilities are encouraged to apply. Late submission will be automatically disqualified.

CLOSING DATE: 26 AUGUST 2019

The NGB reserves the right not to make an appointment.