MODERN WORKSPACE SENIOR SYSTEMS ENGINEER

(Payclass 10)

ENTERPRISE INFRASTRUCTURE SERVICES
INFORMATION & COMMUNICATION TECHNOLOGY

Are you experienced in providing intermediate technical support for business-critical services and/or infrastructure and have project management experience in a progressive ICT environment, with a strong customer focus and a demonstrable track record of innovative thinking, project-based delivery and productive interactions across multiple teams? The Enterprise Infrastructure and Services division seeks Senior Systems Engineers to develop infrastructure and services through project work, to design, maintain and manage complete systems, support ICT systems, services and infrastructure and provide technical leadership in a complex and heterogeneous systems and infrastructure environment. This is a role which plays a critical part in ensuring that UCT derives value from its investment in IT infrastructure and reports to a senior manager.

Responsibilities include:

- Providing highly technical support for business-critical services, systems, and/or infrastructure.
- Designing, maintaining, managing, and developing one or more business-critical ICT systems and/or infrastructure service components.
- Responsible for developing and implementing infrastructure, systems, and services through project work
- Provides technical leadership for one or more system and/or infrastructure service components
- The Senior Systems Engineer reports to the Senior Manager.

Minimum requirements include:

- A relevant qualification at NQF level 6.
- 5 years' relevant experience in enterprise ICT applications, infrastructure of which 3 years must be a relevant current technical hands-on experience.

Required non-technical skills include:

- Ability to prioritize and manage work under pressure.
- Excellent written and spoken communication skills.
- A strong customer service ethic.
- Ability to work as part of a team
- Analysis and problem-solving ability

Required Technical Skills and competencies

The following technical skills and competencies are required for the positions listed.

Modern Workplace Services

- Expert experience in maintaining and advanced administration of Windows Desktop OS (WIN 10 & 11) including exposure to Linux and Apple OS
- Expert in administering and maintaining one or more software and operating system distribution solutions, i.e., SCCM, Windows AutoPilot, Microsoft Intune (EndPoint Manager), Zenworks etc.
- Expert in application life-cycle management methodologies including technologies
- Proficient administration of physical and virtual infrastructure hosts in complex heterogeneous environments
- Proficient in operating system related scripting languages, e.g. Powershell, WinBatch scripting, etc
- Working knowledge in administering desktop and application virtualization e.g. Citrix, Microsoft HyperV, VMware
- Working Knowledge to administer and configure cloud-based services e.g. Microsoft Office 365, Microsoft Intune (EndPoint Manager), Windows AutoPilot, etc.
- Working Knowledge in application and operating system updating and remote configuration mechanisms e.g. Zenworks Patch Management, WSUS, SCCM, Microsoft Intune (EndPoint Manager), etc
- Solid knowledge of network infrastructure services e.g. DNS, DHCP, and various networking protocols
- Remote administration and troubleshooting skills.
- Experience maintaining and administration of on-premis application license servers, i.e. FlexNet, LMTools, etc.

Advantageous Skills

- Ability to solve complex hardware and software issues.

- Advanced knowledge of computer hardware systems, chipsets, memory modules relating to operating systems and applications.
- Proven work experience in support Desktop Services Systems and Technologies (Zenworks, DeepFreeze, Veralab, etc)
- Microsoft application administration (SharePoint, Office365, etc.)
- Relevant Microsoft Certification (MD102 - Microsoft 365 Certified: Endpoint Administrator Associate)
- Experience working in Higher Education environments.

The annual remuneration package, including benefits, is R612625 to R720734 per annum.

To apply, please e-mail the below documents in a **single pdf file** to: icts-jobs@uct.ac.za

- UCT Application Form (download at http://forms.uct.ac.za/hr201.doc)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete.

Only shortlisted candidates will be contacted and may be required to undergo a competency test.

Telephone:	021 650 3012	**Website:**	www.icts.uct.ac.za
Reference number:	E241128	**Closing date:**	05 December 2024

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf. *"*

UCT reserves the right not to appoint.