

## INTERNAL AND EXTERNAL RE-ADVERTISEMENT

### VACANCY: DESKTOP SUPPORT AND SERVER ADMINISTRATOR

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The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act, 37 of 2002 (FAIS Act). Its objective is to consider and dispose of complaints in a procedurally fair, informal, economical and expeditious manner and by reference to what is equitable in all circumstances. The FAIS Ombud's offices are located in the east of Pretoria in Gauteng.

The FAIS Ombud seeks to appoint the following:

**Desktop Support and Server administrator** to provide support and effective functioning in the office of the Ombud in the successful execution of the FAIS Ombud Strategic Information Technology objectives.

#### Key Responsibilities:

- Install new/rebuilt existing physical and virtual servers and configure server hardware and software, peripherals, services, settings, and storage;
- Develop operating procedures for system administration activities including system monitoring, performance tuning, backup/recovery, server architecture design and system maintenance;
- Repair and recover data from hardware, software or networking failures;
- Execute a planned program of virus updates, patch and service pack management, including testing, deployment staging, and documentation;

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- Perform regular system maintenance, hardware and software upgrades, physical to virtual migrations and performance tuning;
- Provide server hardware capacity recommendations;
- Email account administration, i.e., account creation and management and distribution lists, password resets on Active Directory and Exchange sever;
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created;
- Provides support and assistance to the IT Network and Security Specialist as needed;
- Responsible for tracking hardware and software inventory;
- Works with vendor support contacts to resolve technical issues;
- Install, upgrade, support and troubleshoot for printers, computer hardware, telephone and any other authorised peripheral equipment;
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment;
- Assist users with logged IT related incidents and provide user training as and when required;
- To accurately record, update and document requests using the IT help desk system;
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation;
- Assist IT security specialist in implementing system security feature; and
- Assist with any other duties as may be determined by management.



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Kasteel Office Park, Orange Building, 2<sup>nd</sup> Floor, c/o Nossob & Jochemus Street, Erasmus Kloof, Pretoria  
 P O Box 74571, Lynnwood Ridge, 0040  
 Phone: (012) 762 5000 / (012) 470 9080; Fax: (012) 348 3447 / (012) 470 9097  
[www.faisombud.co.za](http://www.faisombud.co.za)

KEY OUTCOME	KEY RESULT AREA	KEY PERFORMANCE INDICATORS
<b>RISK MANAGEMENT</b>	Management of IT Security	<ul style="list-style-type: none"> <li>• Ensure that the acceptable usage policy is enforced.</li> <li>• Ensure group policy is managed effectively.</li> <li>• Contribute to the development, implementation and enforcement of all IT policies.</li> <li>• Perform regular system updates on server and desktop.</li> </ul>
<b>NETWORK MANAGEMENT</b>	Management of network	<ul style="list-style-type: none"> <li>• Evaluate and modify systems performance.</li> <li>• Assign configuration of authentication and authorization of directory services.</li> <li>• Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.</li> <li>• Administer desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.</li> </ul>
<b>TECHNICAL SUPPORT</b>	End-user support	<ul style="list-style-type: none"> <li>• Provide end-user support and systems administration; Responsible for Computer equipment installation and configuration; Desktop management, email management and printer support;</li> <li>• Liaise with suppliers for maintenance and repair of hardware;</li> <li>• Investigate and follow up on all incidents logged on the help desk system (including preparation of any documentation required)</li> </ul>



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**Qualifications and experience:**

- National Diploma in Computer Science or Information Technology, Information system, business information system or equivalent qualification;
- B- Tech or Honours will be an advantage.
- ITIL Foundation;
- N+ and A+ will be advantage;
- Experience in Application support will be an advantage;
- 5 to 10 years' experience as a server administrator and desktop support in an IT environment;
- More than 5 years of experience in hardware and windows server; and
- Knowledge and experience in IT security and networking.

**Knowledge:**

- Must be computer literate;
- Proficiency in Microsoft Office a must;
- Good general office etiquette;

**Behavioural attributes:**

- Integrity and ability to maintain confidentiality when dealing with confidential information are essential;
- Results and deadline driven;
- Good interpersonal skills;
- Discipline and diligence;
- Must be a self-starter;
- Energetic and self-driven;
- Ability to work well in a team; and
- Must be able to operate within a target driven environment.



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Interested person should forward their CV's to [applications@faisombud.co.za](mailto:applications@faisombud.co.za) by no later than **21 December 2018**. Candidates who previously applied for the position and encouraged to re-submit their applications. Enquiries may be directed to Mrs. Mpho Diako at 012 762 5000.

In accordance with the FAIS Ombud's Recruitment Strategy, preference will be given to candidates from designated groups.

The Recruitment and Selection Strategy allows and encourages staff referrals in an instance where staff members know suitable external candidates for the advertised position.

Only shortlisted candidates will be contacted. Should you not hear from us within 30 days after the closing date, please consider your application unsuccessful.

Final candidates will be required to undergo a comprehensive background check, which may include security screening, psychometric testing and verification of credentials.

We reserve the right not to make an appointment.



Handwritten signature and date: 06/12/2018

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