

SWELLENDAM MUNICIPALITY
VACANCY : SYSTEM ADMINISTRATOR

(Directorate : Financial Services)

Salary scale T 11 : R304 992 – R395 904 per annum (plus normal fringe benefits) as well as participation in the Essential Vehicle User Scheme (350km), currently amounting to R7 991,08 p/m

Qualification & Experience:

- 3 years' ICT networking qualification;
- 3 years relevant experience

Other requirements:

- Code B driver's license
- Computer literate (Microsoft Applications)
- Windows desktop administration including Anti-Virus Management
- Knowledge of Microsoft SQL Server
- Technical computer skills
- Knowledge of Municipal Financial Electronic Systems
- Knowledge of ICT governance framework and implementation (King IV)

Skills:

- Attention to detail * Planning and Organizing skills * Good writing and reporting skills * Adhere to deadlines and work under extreme pressure * Good interpersonal and communication skills * Be able to work independently

Duties of the post:

- As per the attached document.

Enquiries relating to the content (duties) of the post can be directed to miss Wassermann, CFO, at telephone number (028) 514 8500 or via e-mail to elmariw@swellendam.gov.za

Applications are to be submitted on the **prescribed application** form [obtainable from the Swellendam Municipality webpage (www.swellendam.gov.za) or from all administrative offices] together with a CV, certified copies of **ALL** qualifications mentioned on the CV, a copy of your Identity Document, and at least two (2) contactable references. Applications must be submitted to the Human Resources Manager (Mr. P. Le Roux), to reach him on or before **Friday, 08 December 2023 at 16:00**. Applications that do not include the requested supporting documentation will be automatically disqualified. Applications can be handed in at the various administrative offices in Swellendam, Buffeljagsrivier, Suurbraak and Barrydale. **NO** applications by fax will be accepted. **NO** late applications will be considered. Applications via e-mail (*maximum 20 pages*) can be sent to careers@swellendam.gov.za

Swellendam Municipality is an equal opportunity employer. The employer reserves the right not to make an appointment. Canvassing with councillors is a violation and will lead to disqualification of an application. If you do not receive feedback within two months after the closing date, you can assume that your application was not successful.

Swellendam Municipality
HR Office - 6 Rhenius Street/ (P.O. Box 20)
SWELLENDAM, 6740
Tel: (028) 514 8500

A. VORSTER
MUNICIPAL MANAGER

(Notice HR 52/2023)

NO.	DUTIES/TASKS (What, How and Why)	FREQUENCY
1	<p>PROCEDURES, SYSTEMS AND CONTROLS</p> <p>Controls the administrative requirements associated with the Division, by</p> <ul style="list-style-type: none"> a) Coordinating the implementation of procedures, systems and controls related to the receiving, updating and recording of transactional/ operational information and activities associated with the functionality (e.g. Call Centre, information storage and retrieval systems, etc.). b) Sourcing and drafting of specifications with a view to supply ICT services based on the municipality requirements; c) Coordinating end-user requirements and responsibility levels in conjunction with immediate supervisor. d) Maintaining registers and records associated with the Division's staff establishment, movable and immovable assets and specific equipment. e) Collating information and/ or conducting investigations to establish facts for inclusion into responses to internal/ external communications (e-mails, letters). f) Monitor service provider performance/compliance against the SLA and alert SCM of any acts of non-compliance. <p>In order to ensure administrative and departmental procedures and guidelines are adopted, applied and complied with in all transactions, activities and sequences associated with information and communication technology.</p>	Ongoing
2	<p>INFORMATION MANAGEMENT (PROCESSING AND REPORTING)</p> <p>Monitors the consolidation, processing and presentation of functional information, by</p> <ul style="list-style-type: none"> a) Checking and validating information recorded and received from personnel pertaining to specific operational activities against field reports, job cards and other instructional-based documentation. b) Calculating and/ or estimating costs associated with information and communication technology system maintenance works. c) Coordinating sequences associated with the preparation and submission of consolidated ICT accounts for completed maintenance. d) Investigating and collating information to support resolution of account related queries received from personnel and proceeding with specific steps to facilitate assistance. e) Providing consolidated financial and administrative information in the form of inventory analysis, forecasts, expenditure schedules and, estimates and cost indicators to the immediate supervisor related to key activities to support budget planning, preparation consolidation and/ or control of the Division. f) Participating in internal audit processes, making available information and supporting documentation to validate transactional recordings. <p>In order to ensure information and records detailing information technology maintenance activities/ operations are updated, maintained and made available to support departmental planning and decision making processes.</p>	Ongoing
3	<p>COORDINATING SERVICE DELIVERY REQUIREMENTS</p> <p>Co-ordinates the administrative dimension associated with the processing of the Division's related queries and complaints at the Call Desk, by</p> <ul style="list-style-type: none"> a) Monitoring the processing and consolidation of information/ complaints recorded on the programme and/ or extracting specific reports to facilitate analysis and follow-up on outstanding matters with the immediate supervisor. b) Responding to specific complaints received from the personnel and providing and/ or checking information to support feedback. c) Participating in Management discussions and presenting the constraints and/ or effectiveness of the Call Desk to provide core service delivery functions with information necessary to institute corrective measures and/ or attend to requests. <p>In order to ensure the Call Desk capably supports the division's service delivery objectives through the provision of accurate and up-to date information which enables complaints/ queries / requests to be attended to within the specified turnaround time.</p>	Ongoing

<p>4</p>	<p>SUPPORT AND MAINTENANCE OF NETWORK</p> <p>To provide support to all towns and engage with ICT service provider to:</p> <ul style="list-style-type: none"> a) Ensure servers are maintained b) Ensure hardware is in a working condition including the network infrastructure, routers, Switches, Cabling and Wi-Fi. c) Perform routine maintenance tasks on the ICT equipment to include computers, printers and other peripherals. d) Support the installation of new equipment. e) Update and maintain the ICT Asset Register by controlling the receipting, storage and issuing of ICT assets; f) Undertake fault-finding to resolve hardware and software problems. g) Undertake Network tasks including the creation of and updating of user accounts. h) Provide technical support for the ICT services equipment including maintenance and documentation of projector stock and interactive whiteboards, screens, lamp replacements and software library. i) Provide support with respect to the use of Audio-visual hardware including audio recording. j) Support the Maintenance, upkeep and usage of both bookable and allocated iPads using Apple Configurator. k) Support any requirements for media duplication and capturing online visual and audio resources. l) Support staff in their use of ICT – password resets, hard drive quotas, remote access, Wi-fi connectivity for devices, print credit, printers, projectors, PCs, network connectivity, Active Directory Management, email distribution lists, also software requirements including MS Office, Adobe and other required applications. m) Provide and maintain PC hardware, networking fundamentals, Active Directory, warranty arrangements. n) Ensure all ICT working practices adhere to Health and Safety requirements. o) Interface with staff, suppliers, warranty calls. p) Respond to ICT Helpdesk default allocations. q) Contribute to internal preventative maintenance routines (to be agreed in time and motion processes). r) Managing and providing guidance on the cleaning of data using variety of software tools (SQL server, etc). s) Manage and control user access and terminations, backup process and network and system access; t) Monitor server and email storage space. <p>In order to ensure an efficient and effective support function to all users.</p>	<p>Ongoing</p>
<p>5</p>	<p>DISASTER RECOVERY AND BUSINESS CONTINUITY</p> <p>Manage and coordinates procedures associated with ICT disaster recovery:</p> <ul style="list-style-type: none"> a) Formulating, implementing, reviewing and update ICT disaster recovery plan b) Implement disaster recovery testing c) Establish emergency plans and disaster recovery policies and procedures to management; d) Ensure the data restore procedure tests and DPR test are performed; e) Establish acceptable emergency procedures and handling of ICT systems and services continuity during a disaster; f) Ensure anti-virus systems are installed and monitored; g) Ensure firewall systems are monitored. 	<p>Quarterly</p>
<p>6</p>	<p>WEBSITE</p> <p>To coordinate the planning, maintenance, and accessibility of Website content in a way that ensures the consistency of the web site design:</p> <ul style="list-style-type: none"> a) Uploading documents to the Municipal Website as required by Section 75 of the MFMA or as required for municipal compliance. b) Co-ordinate content with departmental content creators across the Municipality. c) Ensure content loaded for social media traffic is placed in correct parts of the site. d) SEO management, as well as Identifying, recommending and prioritizing website features and applications In conjunction with the section's head and subsequent departmental management staff. e) Problem solving/administrative functions with the municipal website (www.swellendam.gov.za). 	<p>Ongoing</p> <p>And some functions on a monthly basis</p>

	<ul style="list-style-type: none"> f) Liaise with system experts regarding hardware and software Issues that corrupt or affect the website and its functionality; g) Co-ordinate a long-term plan for website development, management and SEO management, including standards and guidelines for content, based on Municipality's communication and service delivery goals, as well as input from internal stakeholders. h) Manage access rights to municipal website. 	
<p>7</p>	<p>GENERAL FUNCTIONS - DEPARTMENTAL SUPPORT</p> <p>Performs specific activities associated with providing support to line functions, by</p> <ul style="list-style-type: none"> a) Attending meetings, recording discussions, preparing, and circulating minutes to divisional personnel outlining agreed steps and actions. b) Interacting with personnel with a view to consolidating, referring and responding to specific problems or clarifying procedural interpretation and understanding. c) Develop and updating ICT policies and procedures in line with the approved ICT Governance Framework. d) Interpreting and analysing ICT audit findings and investigational report with a view to complying with audit findings and determine interventions. <p>In order to ensure support is made available to enable accomplishment of service delivery objectives and standards.</p>	<p>Ongoing</p>