



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

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Tel: 033-395 2694 Fax: 033-3426916
www.kznhealth.gov.za

DIRECTORATE:
Human Resource Management Services
Recruitment and Selection

Reference : HRM 7/1/2
Enquiries : Mrs B C Shelembe
Telephone : (033) 395 2694

30 October 2023

TO: DISTRICT MANAGERS
HOSPITAL MANAGERS, COMMUNITY HEALTH CENTRE MANAGERS
HEADS OF INSTITUTIONS
HEAD OFFICE MANAGERS

VACANCIES IN THE DEPARTMENT OF HEALTH

CIRCULAR MINUTE No.G53/2023

The contents of this Circular Minute must be brought to the notice of all eligible employees on the establishment of all Institutions. It must be ensured that all employees who meet the requirements of the post/s are made aware of this circular minute even if they are absent from their normal places of work.

DIRECTIONS TO CANDIDATES:-

1. The following documents must be submitted:-
 - (a) Application for Employment Form (Form Z.83), which is obtainable at any Government Department **OR** from the website - www.kznhealth.gov.za.
 - (b) A comprehensive CV (with detailed experience).
 - (c) Copies of qualifications and driver's license **need not** to be submitted when applying for employment.
2. The Reference Number must be indicated in the column provided on the form Z.83.
3. **Persons with disabilities should feel free to apply for the post.**

- NB:
- (a) Failure to comply with the above instructions will disqualify applicants. Faxed and e-mailed applications will **NOT** be accepted.
 - (b) **The appointments are subject to positive outcomes obtained from the State Security Agency (SSA) to the following checks (security clearance (vetting), criminal clearance, credit records, citizenship), verification of Educational Qualifications by SAQA, verification of previous experience from Employers and verification from the Company Intellectual Property Commission (CIPC).**
4. Competency assessment and reference checking will be done as part of the selection process. (If applicable).

DPSA NOTE: "All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be

communicated by the department. Following the interview and technical exercise, the selection committee will recommend candidates to attend generic managerial competency assessment (in compliance with the DPSA Directive on implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools”

5. The inclusive remuneration packages indicated on all the enclosed advertised posts consist of basic salary (70% of package), State's contribution to the Government Employees Pension Fund (13% of basic salary) and a flexible portion that may be structured in terms of the applicable rules.
6. Further, respective successful candidate will be required to enter into a permanent employment contract with the Department of Health and a Performance Agreement with his/her immediate supervisor.
7. Applicants are respectfully informed that, if no notification of appointment is received within 3 months after the closing date, they must accept that their applications were unsuccessful.
8. Applicants in possession of a foreign qualification must attach an evaluation certificate from the South African Qualifications Authority (SAQA) to their applications. Non- RSA Citizens/Permanent Residents/ Work Permit holders must submit documentary proof together with their applications.

(This Department is an equal opportunity, affirmative action employer, whose aim is to promote representivity in all levels of all occupational categories in the Department.)

CLOSING DATE FOR APPLICATION IS 24 NOVEMBER 2023

**HEAD: DEPARTMENT OF HEALTH
KWAZULU-NATAL**

POST : **ICT SERVICE MANAGER: LEVEL 11: (3 YEARS CONTRACT): HEAD OFFICE: REFERENCE NO. G120/2023**

CLUSTER : **DEPARTMENT OF HEALTH – INFORMATION TECHNOLOGY**

SALARY : **R811 560.00 per annum**

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** Appropriate 3 year Bachelor's Degree/ National Diploma in Information Communication Technology (ICT) **PLUS**; A minimum of three (3) years experience in an Information Communication Technology environment. • Management experience at assistant management level or higher • Unendorsed valid Code B driver's license (Code 08).

RECOMMENDATION:

Project management certificate and relevant experience will be an added advantage.

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED: -

The incumbent of this posts will report to the Director: Information Technology and will be responsible to manage the provisioning of an effective and efficient Information Communication Technology support service in the KZN Department of Health. The ideal candidate must: -

Possess knowledge of Labour Relations Act. • Have Knowledge of skills Development Act. • Possess knowledge of Public Service Act and Regulations. • Have knowledge of Employment Equity Act. • Have knowledge of Promotion of Access to Information Act. • Have knowledge Occupation Health and Safety Act. • Possess knowledge of Conditions of Employment. • Have knowledge of Public Finance Management Act and Treasury Regulations. • Kwa-Zulu – Natal Health Act. • National Health Act. • Knowledge and Experience in ITIL Foundation and Service Operations. • Have knowledge of Human resource management. • Have Knowledge of Financial management. • Have knowledge of Risk management, Conflict Management, Project management, Information management, Organising Influencing, Analytical, Motivation, Presentation. • Be Computer skills - MS Office suite. • Have relationship management, Facilitation, Language, Listening, Interpersonal, research. • Have time management, Planning, Negotiation. • Have knowledge of Communication - written and oral. • Have report writing, Supervision, Problem solving, Change management and decision making.

KEY PERFORMANCE AREAS: -

Manage the maintenance and upgrading of computer systems and software. • Take ownership of district issues and follow problems through to resolution. • Provide continuous, professional, accurate and consistent feedback to senior management. • Generate resource management reports. • Ensure clear understanding and interpretation of details in reports to ensure accurate reporting. • Ensure that quarterly district surveys and highlights/escalate potential risks are conducted. • Discuss the outcome of the surveys with the team and ensure remedial action. • **Manage the maintenance of computer networks and connectivity.** • Manage consistent and professional services delivery. • Ensure the controlling of resources and utilize assets with district requirements to ensure district service satisfaction. • Set clear mission and deploy strategies focused towards that mission. • Manage ICT district resource performance. • Monitor and validate open calls daily, proactively provide district with feedback and updates in a professional structured manner. • **Establish and maintain relationships with internal and external clients.** • Build and retain strong and scalable inter-personal relationships with end users, internal and external parties. • Focus on Exceptional Communication with the end users, service providers and management. • Ensure that a positive attitude with all parties is maintained. • Share knowledge and attend regular meetings with the districts to discuss challenges to ensure open communication. • Continuously advise the relevant stakeholders on new developments in the industry. • **Ensure the effective, efficient and economical management of allocated resources of the Division.** • Manage the financial resources. • Manage the human resource. • Manage the allocated assets. • Provide training, advice and guidance to staff. • Manage EPMDS. • Manage potential risks and mitigation strategies.

ENQUIRIES : **DR L V MAGAQA**

TEL: 033 9402666/2665

POST : **NETWORK ENGINEER: LEVEL 9: (4 POSTS) (3 YEARS CONTRACT): HEAD OFFICE: REFERENCE NO. G121/2023**

CLUSTER : INFORMATION TECHNOLOGY

SALARY : **R424 104.00 per annum**

Other Benefits:

- 13th Cheque;
- Medical Aid (Optional).
- Housing Allowance; Employee must meet prescribed requirements

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** An appropriate 3 year Bachelor's Degree/ National Diploma in Information Communication Technology (ICT) and ComptTIA **A+, N, MCSE** PLUS minimum of three (3) years experience in Information and Communication Technology environment • Unendorsed valid Code B driver's license (Code 08).

RECOMMENDATION:

CCNA certificate will be an added advantage.

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED:-

*The incumbent of this post will report to the Senior Network Engineer: Information Technology, and will be responsible to provide an effective and efficient server support service. The ideal candidate must:-*Have knowledge of Labour Relations Act. • Possess knowledge of skills Development Act. • Knowledge of Public Service Act and Regulations. • Have knowledge of Employment Equity Act. • Possess knowledge of promotion of Access to Information Act. • Knowledge on Security Management Act. • Have Knowledge of Occupational Health and Safety Act. • Possess knowledge of basic Conditions of Employment Act. • Have Knowledge of Public Finance Management Act and Treasury Regulations • KwaZulu-Natal Health Act. • National Health Act. • Possess knowledge of Preferential Procurement Policy Framework Act. • Knowledge experience in configuring and troubleshooting HPE.

KEY PERFORMANCE AREAS

Monitor the local area networks and wan connection at the Health Facilities. • Troubleshoot, diagnose and resolve software, hardware and other network and systems problems. • Install, configure and maintain networking equipment (e.g routing and switching) and wireless network. • Maintain, support and configure unified communication equipment and applications (e.g. Skype and Microsoft Teams). • Maintain, support configure VOIP telephony infrastructure. • **Perform disaster recovery operations and record backup when required.** • Liaise with business continuity management to ensure that the disaster recovery and business continuity plan, drive disaster discovery strategy and procedures are in place. • Ensure that disaster recovery solutions are adequate, maintained and tested as part of the regular operational life cycle. • Regularly report disaster recovery activities to upper management. Regularly report disaster recovery activities to upper management. • Provide ongoing feedback for risk management, mitigation. • **Maintain and control the overall performance of the networks and prevention and advise on the changes to be made.** • Provide assistance with the creation of documentation such as network diagrams and systems design. • Work with team members, on site consultants, partners, companies, third parties and clients define and deploy technology solutions. Advise management on improvements of technology and new solutions. • **Compile relevant reports for management and audit purpose.** • Provide management with network performance reports. • Provide reports on all computing programs software, hardware and configurations. • Develop Disaster recovery plan and Business Continuity Plan reports. • Update Annual Performance Plan (APP) with relevant information. • Ensure appropriate information is given to all areas of the audit.

ENQUIRIES : MR S SHANGE

TEL: 0339402667

POST : **SERVER ENGINEER: LEVEL 9: (3 POSTS) (3 YEARS CONTRACT): HEAD OFFICE: REFERENCE G122/2023.**

CLUSTER : INFORMATION TECHNOLOGY

SALARY : **R424 104.00 per annum**

Other Benefits:

- 13th Cheque;
- Medical Aid (Optional);
- Housing Allowance; Employee must meet prescribed requirements

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** An appropriate 3 year Bachelor's Degree / National Diploma in Information Communication Technology (ICT) **AND** a Microsoft Certified Systems Engineer (MCSE) certification / Microsoft Certified Solutions Associate (MCSA) certification / Equivalent certification **PLUS** a minimum of three (3) years relevant experience **AND** an unendorsed valid driver's licence (Code 08/10).

RECOMMENDATION:

Others: SOPHOS, Hyper-V, VMWare, System Centre, SQL, Exchange, WSUS, DPM, CCNA certifications and Information Communication Technology Security certificate will be an added advantage

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED:-

The incumbent of this post will report to the Senior Network Engineer: Information Technology, and will be responsible to provide an effective and efficient serve support service. The ideal candidate must:-

Have knowledge of Labour Relations Act. • Possess knowledge of skills Development Act. • Knowledge of Public Service Act and Regulations. • Have a knowledge of Employment Equity Act. • Possess knowledge of promotion of Access to Information Act. • Knowledge on Security Management Act. • Have Knowledge of Occupational Health and Safety Act. • Possess knowledge of basic Conditions of Employment Act. • Have Knowledge of Public Finance Management Act and Treasury Regulations. • KwaZulu-Natal Health Act. National Health Act. • Possess knowledge of Preferential Procurement Policy Framework Act. • Knowledge experience in configuring and troubleshooting HPE.

KEY PERFORMANCE AREAS

PROVIDE ASSISTANCE WITH ALL INSTALLED COMPUTER SERVE SYSTEMS AND INFRASTRUCTURE. • Serve as a trouble-shooter on complex Information Technology problems and acts as second-level escalation point. • Perform complex implementation and maintenance tasks. • Capture technical and business requirements. • logical and physical design of the solution to ensure appropriate technology is acquired and implemented. • Investigate and implement automatization where possible to alleviate day to day workloads. • Remain informed of new technical developments and cyber trends in the industry. • **IMPLEMENT THE PLAN TO INSTALL, CONFIGURE, TEST AND MAINTAIN OPERATING SYSTEMS APPLICATION SOFTWARE AND SYSTEM MANAGEMENT TOOLS.** • Monitor applications, system and logs, vulnerabilities and general serve maintenance i.e. Serve 2003- 2019, Hyper-V and VMWARE Clustering Connection of traditional storage (SAN, NAS) to the clusters. AD. DHCP. DNS. DPM. WSUS. SQL. SCVMM. Exchange, SOPHOS, Antivirus Software and Endpoint Protection. • Deploy unified communication applications and any other relevant server software (e.g. Skype and Microsoft Teams). • **ENSURE THE HIGHEST LEVELS OF SYSTEMS AND INFRASTRUCTURE AVAILABILITY.** • Work with team members, on-site consultants, partners, companies, third parties and clients to define and deploy technology solutions. • Provide assistance with the creation of documentation such as system design documentation and topology diagrams. • Identify shortcomings and report thereon. • **GENERAL RELEVANT REPORT FOR MANAGEMENT AND AUDIT PURPOSES.** • Provide management with infrastructure reports. • Provide management with systems reports. • Provide input for the updating of the Annual Performance Plan (APP). • Ensure appropriate information is given to all areas of the audit.

ENQUIRIES : MR R BEHR

TEL: 0339402665

POST : **SENIOR SERVER ENGINEER: LEVEL 11: (3 YEARS CONTRACT)**
HEAD OFFICE: REFERENCE NO. G123/2023

CLUSTER : **DEPARTMENT OF HEALTH – INFORMATION TECHNOLOGY**

SALARY : **R811 560.00 per annum**

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** An appropriate 3 year Bachelor's Degree / National Diploma in Information Communication Technology (ICT) **AND** a Microsoft Certified Systems Engineer (MCSE) certification / Microsoft Certified Solutions Associate (MCSA) certification / Equivalent certification **PLUS** a minimum of five (5) years relevant experience **AND** an unendorsed valid driver's licence (Code 08/10).

RECOMMENDATION:

Others: SOPHOS, Hyper-V, VMWare, System Centre, SQL, Exchange, WSUS, DPM, CCNA certifications and Information Communication Technology Security certificate will be an added advantage

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED:-

Possess knowledge of Labour Relations Act. • Have knowledge of Skills Development Act. • Have Public Service Act and Regulations. • Employment Equity Act. • Have knowledge of Promotion of Access to Information Act. • Knowledge on Security Management Act. • Have knowledge of Occupation Health and Safety Act. • Possess knowledge of Basic Conditions of Employment. • Possess knowledge of Public Finance Management Act and Treasury Regulations. • KwaZulu – Natal Health Act. • National Health Act. • Be able to Preferential Procurement Policy Framework Act. • Knowledge and Experience in configuring and troubleshooting HPE and IBM Server and Storage hardware. • Possess knowledge of ICT Security certification and relevant experience will be an added advantage. • Good knowledge of hardware platforms, networking, SAN. NAS and subsystems. • Good knowledge of Microsoft Systems (e.g. Systems Centre, Skype for Business / TEAMS, SQL, SharePoint). • Possess good knowledge of enterprise and mid-range storage, file system, cloud and virtualization technologies. • Have knowledge of Human resource management, Financial management, Risk management, Conflict management, Project management, Information management, Organizing, Influencing, Analytical, Motivation, Presentation, Be Computer skills – MS Office suite. • Have knowledge of relationship management. • Facilitation, Language, Listening, Interpersonal, Research, Research, Time management, Planning, Negotiation, Have knowledge communication – written and oral, Report writing, Supervision, Problem solving, Change management and decision making.

KEY PERFORMANCE AREAS

Manage the installation of all systems and infrastructure. • Serve as a trouble-shooter on complex IT problems that were escalated by junior staff. • Manage the implementation and maintenance of complex tasks. • Ensure the capturing of technical and business requirements, logical and physical designs of the solution to ensure appropriate technology is acquired and implemented. • Investigate automatization and new trends where possible to alleviate day to day workloads and ensure the implementation thereof. • Keep abreast with new technical development and cyber trends in the industry and ensure the training of staff accordingly. • **Develop an implementation and administration plan to install, configure, test and maintain operating systems.** • Provide advanced Active Directory and Exchange administration, design and implementation, troubleshooting, remediation and reporting. • Provide advanced monitoring, reporting and troubleshooting of a System Centre Suite – Operations Manager, DPM and VMN, Skype for Business, Microsoft SQL and other database, . • SharePoint, Storage and Server Event notifications. • Provide advanced administration: HPE, IMB servers and storage hardware, Hyper-V manager, Fail-over Cluster Manager, System Centre Virtual Machine Manager and System Centre Operations Manager, Administration of System Centre Data Protection Manager (DPM) . • **Ensure the highest levels of systems and infrastructure availability.** • Develop an implementation plan for systems and infrastructure. • Provide advice and work with team members, on-site consultants, partners, companies, third parties and clients to define and deploy technology solutions. • Design documents such as systems design documentation and topology diagrams. • **Check and**

present relevant reports for management and audit purposes. • Provide management with infrastructure reports. • Provide management with systems reports. • Develop and update the Annual Performance Plan (APP) with relevant information. • Ensure that appropriate information is given to all areas of the audit. • **Ensure the effective, efficient and economical management of allocated resources of the Division.** • Manage the financial resources. • Manage the human resources. • Manage the allocated assets. • Provide training, advice and guidance to staff. • • Manage EPDMS • Manage potential risks and mitigations strategies.

ENQUIRIES : MR R BEHR

TEL: 0339402665

POST : **SENIOR DESKTOP SUPPORT TECHNICIAN LEVEL 8: (1 POST)**
(3 YEARS CONTRACT): DISTRICT OFFICE – GU:
REFERENCE NO. G124/2023

CLUSTER : INFORMATION TECHNOLOGY
SALARY : R359 517.00 per annum

Other Benefits: - 13th Cheque;
- Medical Aid (Optional);
- Housing Allowance; Employee must meet prescribed requirements

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), PLUS An appropriate 3 year Bachelor's Degree/ National Diploma in Information Communication Technology (ICT) **PLUS** a minimum of three (3) year experience relevant Information Communication Technology, **PLUS**. • Unendorsed valid Code B driver's license (Code 08).

RECOMMENDATION:

CompTIA A+ and N+ certificate will be an added advantage.

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED: -

The incumbent of this post will report to the Assistant Director: Information Technology and will be responsible to supervisor the provision an effective and efficient onsite end user desktop support to KZN Department Institutions. The ideal candidate must: -Have knowledge of Labour Relations Act. •Possess knowledge of promotion of Access to Information Act. •Knowledge of Public. • Have Knowledge of Public Finance Management Act and Treasury Regulations• KwaZulu-Natal Health Act. •National Health Act. •Possess knowledge of Labour Relations Act.

KEY PERFORMANCE AREAS

SUPERVISE THE PROVISION OF IT TROUBLE SHOOTING SOLUTIONS TO END USERS. • Provide more complexed telephonic troubleshooting or first-line telephonic problem resolution to the end users, **Ensure** troubleshooting physical LAN (Local Area Network) which includes checking of network data points, Provide complex troubleshooting to Telecommunication, Voice over Internet Protocol (VOIP) and telemedicine infrastructure that were escalated by junior staff. •**MONITOR AND SUPERVISE THE SETUP OF NETWORK HARDWARE AND WI-FI ROUTERS.** •Ensure that preventative maintenance on desktop related hardware such as scanning for viruses, ensuring that Windows patches are updating and running disk clean-up, is provided, Escalate IT Infrastructure related concerns that may arise to the supervisor when it cannot be resolved at this level, Liaise with the appropriate departments and service providers with regards to IT RELATED FAULTS, Check reports on hardware related queries, daily activities and tasks undertaken prior to forwarding it to management, Undertake complex active directory and exchange administration such resetting Active Director passwords, as joining computers to the domain (Head Office), Monitor the data lines at the Health Facilities, **SUPERVISE THE PROVISION OF ICT TECHNICAL SUPPORT:** Ensure the timeous installation of application software and operating systems

and that computers are joined to the domain ,patching and cleaning of computer viruses, Monitor the provision of PC maintenance , upgrading, configuration, and produce technical reports, Ensure that support systems (DHIS, HPRS, BAS, PERSAL, RX Solution, etc.) are installed, Monitor the setup of e-mail, intranet, internet accounts, scanners and network printers, Ensure the installation of desktop and network related hardware which includes the setting up of intranet, internet and email, **MANAGE THE CONTROL OF THE ENTRY AND EXIT REGISTER TO THE SERVER ROOM**, Manage the movement of hardware into and out of the server room, whilst also ensuring that the asset processes are adhered to: **PROVIDE MENTORSHIP TO THE TECHNICIANS AT THE FACILITIES IN THE DISTRICT**, Prepare a mentoring plan, Communicate the plan, Implement the plan, Monitor and evaluate the implementation of the plan, Generate a mentorship reports, Supervise staff, Address matter that the technicians and end-users may encounter

ENQUIRIES : MR ZV SIBISI : 033 9402653

POST : DESKTOP SUPPORT TECHNICIAN: LEVEL 7: (3 YEARS CONTRACT) (3X POSTS):
REFERENCE NO. G125/2023
(CHRIST THE KING HOPSITAL, GREYTOWN HOSPITAL AND MBONGOLWANE HOSPITAL)

CLUSTER : INFORMATION TECHNOLOGY

SALARY : R294 321.00 per annum
Other Benefits: - 13th Cheque;
 - Medical Aid (Optional);
 - Housing Allowance; Employee must meet prescribed requirements

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** An appropriate 3 year Bachelor's Degree/ National Diploma in Information Communication Technology (ICT), **PLUS** a minimum of one (1) year experience relevant Information Communication Technology, **PLUS**.• Unendorsed valid Code B driver's license (Code 08).

RECOMMENDATION: CompTIA A+ and N+ certification will be an added advantage.

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED:-

The incumbent of this post will report to the Senior Desktop Support Technician: Information Technology and will be responsible for providing an effective and efficient onsite end-user desktop support to Institutions. The ideal candidate must: - Knowledge of Public Service Act and Regulations. •Possess knowledge of Promotion of Access to Information Act. •Have knowledge of Public Finance Management Act and Treasury Regulations. •Kwa Zulu –Natal Health Act. •National Health Act. •Have Knowledge of Computer skills- Ms Office suite. •Knowledge of Communication –written and oral. •Have knowledge report writing. •Have knowledge of problem solving. •Have knowledge to listening, Interpersonal, Time management. •Negotiation and Decision making – Technical.

KEY PERFORMANCE AREAS: -

PROVIDE INFORMATION TECHNOLOGY TROUBLE SHOOTING SOLUTIONS TO END USERS. • Provide telephonic troubleshooting or first-line telephonic problem resolution to the end users. •Troubleshoot physical LAN (Local Area Network) which includes checking of network data points. • Provide basic troubleshooting to Telecommunication, Voice over Internet protocol (VOIP) and Telemedicine infrastructure. •Provide hardware and software problem solving. •Give feedback to the end users and ensure that the user is satisfied with the resolution of the call. •**SET UP AND MAINTAIN NETWORK HARDWARE AND SOFTWARE AND WI-FI ROUTERS OF HEALTH FACILITIES.** •Provide preventative maintenance on desktop related hardware such as scanning for viruses, ensuring that Windows patches are updating and running disk clean-ups. •Provide remedial repairs to desktop equipment. •Identify and

escalate Information Technology infrastructure related concerns that may arise to the Supervisor. Liaise with the appropriate departments and service providers with regards to Information Technology related faults. •Provide reports to management on hardware related queries, daily activities and tasks undertaken. •**PROVIDE INFORMATION TECHNOLOGY TECHNICAL SUPPORT.** •Install application software and operating systems. •Provide PC maintenance, upgrading, configuration, and produce technical reports. •Install and support systems (DHIS, HPRS, BAS, PERSAL, RX Solution, etc). •Join computers to domain. •Patch and clean computer to viruses. •Setupe-email, intranet, internet accounts, scanners and network printers. •Undertake the installation of desktop and network related hardware (such as LTE routes and network switches) and software which includes the setting up of intranet, internet and email. •**MAINTAIN A STRICT CONTROL OF ENTRY AND EXIT REGISTER TO THE SERVER ROOM.** •Maintain an access control register. •Ensure that only authorized staff are granted access to the server room. •Monitor access to the server room. •Ensure that the register is correctly completed and signed. •Oversee the movement of hardware into and out of the server room. •Ensure that the asset processes are adhered to. •Notify the institution and Information Technology management of any discrepancies and /or recommendations. •**RECEIVE, ATTEND TO, UPDATE, RESOLVE ASSIGNED INCIDENTS AND GENERATE INCCIDENT REPORTS.** •Monitor the data lines at the Health Facilities. •Provide support to the surrounding facilities. •Escalate the incident when necessary. •Check with the user to ensure that the user is satisfied with the resolution of the call.

ENQUIRIES : MR Z V SIBISI

: 033 9402653

FAULT MANAGEMENT CONTROLLER LEVEL 8: (1 POST) (PERMANENT POST)
REFERENCE NO.G 126/2023 (HEAD OFFICE)

CLUSTER : INFORMATION TECHNOLOGY
SALARY : R359 517.00 per annum

Other Benefits:

- 13th Cheque;
- Medical Aid (Optional);
- Housing Allowance; Employee must meet prescribed requirements

REQUIREMENTS FOR THE ABOVE POST: - Matric (Grade 12), **PLUS** Appropriate 3 year Bachelor's Degree/ National Diploma in Information Communication Technology (ICT) **PLUS** a minimum of three (3) year relevant Information Communication Technology work experience, **PLUS**. • Unendorsed valid Code B driver's license (Code 08).

RECOMMENDATION:

Knowledge of IT Incident Management as well CompTIA A+ and N+ certification, will be an added advantage.

KNOWLEDGE, SKILLS, TRAINING AND COMPETENCIES REQUIRED: -

The incumbent of this post will report to the Deputy Director: Information Technology and will be responsible to provide effective and efficient first line support services to the staff of the KZN Department. The ideal candidate ***MUST HAVE EXCELLENT VERBAL AND WRITTEN COMMUNICATION SKILLS.*** •Have knowledge of Labour Relations Act. •Possess knowledge of promotion of Access to Information Act. •Knowledge of Public Service Acti. •***Knowledge of ICT incident management*** •KwaZulu-Natal the National Health Act. •***Have knowledge of problem solving.*** •***Excellent listening and Interpersonal skills*** •Time management. •Negotiation and Decision making. •***Must have the ability to prioritise issues.***

KEY PERFORMANCE AREAS

PROVISION OF IT INCIDENT MANAGEMENT RELATED SERVICES. •Provision of first line support services • Log and manage IT incidents reported by the end user onto the Department's incident logging system. •Providing fault log reports. • Reviewing fault log reports. •Assigning logged faults to the relevant

Departmental ICT and 3rd party support teams. • Monitoring the operation status of logged incidents to ensure timeous completion, •Escalating any delays or challenges that may arise in accordance with the relevant escalation processes, **PROVISION OF FIRST LINE SUPPORT TO DEPARTMENT'S IT USERS.** Provision of complexed first line telephonic support, troubleshooting and problem resolution services to the end users •Provide remote support to the end users, using the Department's remote access tools •Answering of telephone calls from the end users. •Troubleshooting end user IT related queries. •Responding to email IT related queries reported by the end users and providing support via email, **MANAGEMENT OF USER NETWORK ACCESS.** •Assist the Department's ICT support teams with user network access requests. •Receiving user access requests. •Ensuring that user network access forms are completed correctly. •Receiving password reset requests. •Recording of completed user account access forms. • Assigning access requests to the relevant ICT support teams to attend, **PROVISION OF INPUTS IN THE DRAWING UP OF SERVICE LEVEL AGREEMENTS (SLA) FOR HARDWARE AND SOFTWARE SOLUTIONS OFFERED BY RESPECTIVE VENDORS.** •Logging and assigning incidents to 3rd party support team based on the relevant Departmental support SLA requirements. • Following up with 3rd party support team on incidents assigned to them. • Reporting to management any concerns related to the services provided by the SLA vendors, **ENSURE THAT ACTION IS TAKEN TO MONITOR CONTINUOUS HARDWARE FAULTS** • Drawing of incident reports related to hardware requiring replacement. •Monitoring the logged incident requests for condition reports that determine hardware viability. •Provision of condition reports to management to assist in decision making recommendations on IT infrastructure changes.

ENQUIRIES : MR L.C. SAMUEL : 033 9402663

CLOSING DATE FOR APPLICATION IS: 24 NOVEMBER 2023

ALL APPLICATIONS SHOULD BE FORWARDED TO: The Chief Director: Human Resource Management Services KZN Department of Health Private Bag X9051 Pietermaritzburg 3200 **OR** Hand delivered to: 330 Langalibalele Street Natalia Building, **REGISTRY**, Minus 1:1 North Tower

(Attention: Mrs B C Shelembe)