

Are you smart? Professional? Efficient? Effective? Passionate about your work?

The Government Pensions Administration Agency (GPAA) is a government component which reports to the Minister of Finance and administers funds and schemes on behalf of the Government Employees Pension Fund (GEPF), the largest pension fund in Africa. It thus administers the pension affairs of approximately 1.7 million government employees and those of pensioners, spouses and dependants.

To meet the needs of our changing client base, the GPAA is modernising. In order for this modernisation to be effective, we are looking to bring bright and enthusiastic professionals from all disciplines of life, who are interested in contributing towards positive change, into our fold. If this is you, please apply for the posts detailed below:



SENIOR FIELD SUPPORT ENGINEERS (Ref: SFSE/ICT/2015/11/2016-03RA-1C) GOVERNMENT PENSIONS ADMINISTRATION AGENCY 24 months contract R243 747 to R287 121 (basic salary) plus 37% in lieu of benefits PRETORIA

A One Senior Field Support Engineer position is currently available at the Government Pensions Administration Agency ICT Unit. The position will be filled on a 24 months contract basis.

The purpose of the Senior Field Support Engineer is to provide professional desktop support services to GPAA employees.

KEY RESULT AREAS:

The incumbent will be responsible for a wide variety of tasks which includes, but is not limited to the following:

Desktop Support

- Install, configure and troubleshoot OS's mainly Windows and various versions.
- Perform installation, maintenance and upgrading of all end user devices.
- Ensure anti-virus software signatures and OS patches are up to date
- Customize desktop hardware to meet user specifications and GPAA's standards
- Ensure all devices, desktops, laptops and servers are load with Anti-virus agents.
- Ensure all devices are loaded with up to date EPO agents.
- Asset Management through an established Asset Management System.
- Co-ordinate and oversee the Support Centre and the ICT Workshop.
- Customize desktop hardware to meet user specifications and GPAA's standards
- Liaise with Service Provider for user maintenance and support including access and communication services.
- Provide end user support for computer hardware and software installation, maintenance and upgrade.
- Provide user's access to shared resources.
- Installation, repair and replacement of faulty devices.
- Sunsetting of end of life devices
- Dealing with queries by following GPAA's procedures for fault resolution.
- Performs remedial repairs on computers, laptops, printers and any other authorized peripheral equipment.
- Escalation issues to 3rd Line Support where required.
- Ensure incident/requests/problems are resolved within SLA.
- Provide guidance to the Desktop team on problems escalated.

Customer Satisfaction

- Ensure Client Satisfaction and keeping customer informed on the service requested.
- Establish business relationship with clients and ensure customer centricity is practiced.

REQUIREMENTS:

- A recognized 3 year tertiary qualification (B Degree/N Dip/B Tech) in Information Technology with 3 years appropriate experience, which should comprise of exposure in a Desktop Support Environment and/or IT Call Centre environment or
- Grade 12 with A+ and N+ with 6 years appropriate experience, which should comprise of exposure in a Desktop Support Environment and/or IT Call Centre environment
- ITIL foundation will be an added advantage
- Relevant and adequate exposure to: Technology in general, Desktop support, Servers operations, Network operations, Databases, Information Security, ICT Service management. MCSE and/or other appropriate advanced technical diplomas will be an added advantage
- Knowledge of GPAA services & products will be an advantage

KNOWLEDGE:

- Knowledge of TCP/IP LAN, VPN, WAN and Wireless networking environments in a Linus and Microsoft environments including Firewall, intrusion detection, SSL/H and NAS/SAN
- Knowledge of mainframe, Citrix, HP Superdome and Wintel data centre environments and related software/tools such as MOM, WSUS, Active Directory, Windows XP, Unix, Linux, Oracle and VMS
- Knowledge of technical requirements for modern flexible working office environments and skills to operate as a consultant internally
- Knowledge of Business Applications support services in an outsourced environment including escalations and root-cause analysis
- Knowledge of Business Applications fit on business continuity requirements with a specific focus on knowledge management
- Extensive knowledge of Active Directory environment

COMPETENCIES:

- Problem solving skills
- Excellent client relations management
- Ability to communicate at all levels
- Good computer literacy.
- Programme and Project Management skills
- Report writing skills
- Process analysis
- Effective organisational skills.
- Good interpersonal relations.
- Work independently
- Negotiation skills

NOTE: Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Felicia Mahlaba (012 319 1455), Government Pensions Administration Agency, hand deliver to 34 Hamilton street, Arcadia, Pretoria on 31 March 2016 before 12h00 noon.

Requirements of Applications: Must be submitted on form Z83, obtainable from any Public Service Department or on the internet at www.gpaa.gov.za (Originally signed). Must be accompanied by a comprehensive CV with original certified copies of all qualifications (including matriculation), ID document and drivers license if a prerequisite (copies of certified documents will not be accepted). Certified documents should not be older than 3 months. Application that don't meet the above requirements will be deemed as regret.

Candidates must agree to the following: Signing of a Declaration of Secrecy, that a thorough reference and Security Clearance check with regard to work performance, SA citizenship, qualifications, criminal and credit record can be done and if it is not positive, the candidate can be asked to leave the service of the Department. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). The Government Pensions Administration Agency reserves the right not to fill the advertised position. It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/ appointment will promote representativeness, will receive preference. If you have not been contacted within 3 months after the closing date of this advertisement, please accept that your application was unsuccessful. Correspondence will be limited to short listed candidates only. Suitable candidates will be subjected to a personnel suitability check (criminal record check, citizenship verification, financial/ asset record check, qualification/study verification and previous employment verification). Successful candidates will also be subjected to security clearance processes. Where applicable, candidates will be subjected to a skills/knowledge test.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA