

<b>JOB DESCRIPTION FORM</b>	
<b>Job title:</b>	IT Officer
<b>Division/Department:</b>	Business Planning and Risk <b>Patterson Grade:</b>
<b>Date Prepared:</b>	06-06-2018
<b>Overall Purpose of the Job:</b>	Monitor and Maintain the computer systems and networks of JOSHCO. In addition, will be responsible for security and integrity data and provide general IT support to end-users.
<b>Position Size Parameters:</b>	<i>No direct reports</i>
<b>Organisation structure and Reporting Relationships:</b>	<b>Reports to:</b> IT Manager
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A Valid Matric certificate.</li> <li>• A National Diploma in Information Technology or a related field</li> <li>• 2 – 5 years' experience in a relevant IT Environment.</li> <li>• MCSE Microsoft Certified Systems Engineer will be advantageous.</li> <li>• Experience in servers, networks and operating systems.</li> <li>• Technical background in computer basics.</li> <li>• Knowledge of servers, networks, operating systems, hardware and software.</li> <li>• Skills in assessing, diagnosing and repairing information technology problems.</li> <li>• Promote information sharing within the IT department.</li> <li>• Oral Expression - The ability to communicate information and ideas in speaking so others will understand.</li> <li>• Excellent, written and numerical comprehension - understanding written sentences, paragraphs, and numerical data in work related documents.</li> <li>• Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.</li> </ul>
<b>Internal and External Relationships/Contacts:</b>	<ul style="list-style-type: none"> <li>• Chief Executive Officer, Senior Managers, All staff, City of Johannesburg, Auditors and Service providers</li> </ul>

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<b>Key Performance Areas:</b>	<b>Customer Objectives:</b>	
	<ul style="list-style-type: none"> <li>• Provide server, network and hardware support to JOSHCO staff</li> <li>• Assess, diagnose and repair problems as reported by JOSHCO staff</li> <li>• Implement systems and provide for on-going maintenance and enhancements</li> <li>• Provide support for the management of the JOSHCO's internet and intranet infrastructure</li> <li>• Assist with training JOSHCO staff on the interfaces and software within the organisation</li> <li>• Assist with the transfer of software and information to updated computers and hardware</li> <li>• Assist with user access and passwords to the intranet and other interfaces</li> <li>• Ensure all problems are resolved in line with approved Service Level Agreements, with the focus on providing high-level support to all users.</li> </ul>	
	<b>Operational Objectives:</b>	
	<ul style="list-style-type: none"> <li>• Ensure that network servers and equipment are maintained and serviced as is required</li> <li>• Ensure availability of network services</li> <li>• Guide JOSHCO on IT solutions</li> <li>• Update and repair existing equipment</li> <li>• Follow procedures to ensure systems and equipment security and to protect file integrity</li> <li>• Implement firewalls and anti-virus software</li> <li>• Ensure adequate back-up procedures are in place</li> <li>• Provide feedback to the IT manager regarding the progress or the completion of a task</li> <li>• Assist with updating records of software and equipment</li> <li>• Report possible risks on the IT systems of JOSHCO</li> <li>• Ensure IT operations are aligned to Policy and Procedures</li> </ul>	
	<b>People Objectives:</b>	
	<ul style="list-style-type: none"> <li>• KPA's are understood and achieved</li> <li>• The values of JOSHCO are understood and lived</li> <li>• Performance is constantly improved</li> <li>• New developments in the industry are understood and embraced</li> </ul>	
<b>Key Responsibility Area</b>	<b>Key Responsibilities</b>	<b>Key performance indicators</b>

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<b>Technology Innovation</b>	<ul style="list-style-type: none"> <li>Identifying opportunities to derive more value from an organization's IT strategy through technology strategies in targeted areas, including technology infrastructure (overall as well as security, networks, and desktop) and technology architecture (overall as well as mobility, portals, and information management),</li> <li>Ensuring that IT infrastructure is relevant and that it supports JOSHCO's strategic objectives,</li> <li>Maintaining knowledge of evolving trends in IT strategy and management and apply those to develop innovative business solutions.</li> </ul>	Consultation with departments and service providers
<b>Needs Assessments</b>	<ul style="list-style-type: none"> <li>Planning and managing diagnosis and assessment activities and defining IT support needs for departments,</li> <li>Developing action plans to address these needs,</li> <li>Planning and managing technology design activities,</li> <li>Leading the technology evaluation and selection of suitable solutions to JOSHCO,</li> <li>Managing JOSHCO's technology systems and test efficiencies,</li> </ul>	Needs Assessment Reports
<b>IT Support</b>	<ul style="list-style-type: none"> <li>Ensuring high level design supports a robust technology solution, taking into account the user requirements, technical requirements.</li> <li>Liaising with technology solution service providers in securing best quality products for JOSHCO.</li> <li>Providing expert advice on one or more technology issues to all the departments.</li> <li>Provide advice and technical support to end users regarding specific operational / application issues.</li> <li>Coordinate the upgrades and repairs.</li> <li>Monitor the use of IT systems in line with IT policy framework.</li> <li>Perform IT Security Management.</li> <li>Ensure effective IT Service delivery</li> <li>Manage IT helpdesk and support calls.</li> <li>Ensure Compliance to ICT Governance.</li> </ul>	IT Reports

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<b>Document Management</b>	<ul style="list-style-type: none"> <li>Develop and maintain a document management system to store all of JOSHCO's documents in electronic form.</li> <li>Preparing and presenting IT reports and documents for the executive.</li> </ul>	An effective risk free system implemented	
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>Develop policies and procedures to safeguard the JOSHCO's assets with respect to hardware, software, confidentiality, loss of data, disaster management and downtime</li> <li>Constantly monitor and report on the company's IT processes and procedures, take corrective action where necessary, and recommend improvements to improve processes and procedures</li> <li>Maintain current and accurate inventory of technology hardware, software and resources</li> <li>Monitor security of all technology</li> </ul>		
<b>Key Competencies</b>	<p><b>GENERAL AND SPECIFIC TECHNICAL ATTRIBUTES:</b></p> <p><b>SKILLS:</b></p> <ul style="list-style-type: none"> <li>Communication</li> <li>Relationship Management</li> <li>Teamwork</li> <li>Analytical</li> <li>Project management</li> <li>Deadline driven</li> <li>Excellent interpersonal skills</li> <li>Excellent written and verbal communication</li> <li>Strategic thinking</li> <li>Drive and integrity</li> <li>Administrative and report writing</li> <li>Minimum supervision</li> </ul> <p><b>KNOWLEDGE AND SKILLS</b></p> <ul style="list-style-type: none"> <li>Microsoft Server Environment (Advanced)</li> <li>IT Technical Support (Advanced)</li> <li>IT Governance (Intermediary)</li> <li>IT Risk Management (Intermediary)</li> </ul> <p><b>ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>Emotional control</li> <li>Persuasion</li> <li>Assertiveness</li> <li>Interpersonal Skills</li> <li>Attention to detail</li> <li>Adaptability and flexibility</li> <li>Situational sensitivity</li> <li>Innovative and proactive nature</li> </ul>		
<b>Agreed by Job Holder</b>	<i>Name printed</i>	Signature:	
<b>Approved by Immediate Line Manager</b>	<i>Name printed</i>	Signature:	
<b>Approved by Divisional Executive or CEO</b>	<i>Name printed</i>	Signature:	

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<p>No job description can be all embracing. The above statements are intended to describe the general nature of work being performed by incumbent. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In addition, if required, a job holder may be allocated to other temporary duties, provided these are in keeping with his/her status and experience.</p>		