The Government Employees Pension Fund (GEPF) is Africa's largest pension fund. We have more than 1.3 million active members, in excess of 450 000 pensioners and beneficiaries, and assets worth more than R1.6 trillion. An employment opportunity currently exists within GEPF for the below mentioned vacancy, based at Kasteelpark, Erasmuskloof, Pretoria.

JOB DETAILS

FIELD SERVICES TECHNICIAN

A. Job purpose
To provide information and communications technology technical support to the GEPF to ensure its mandate is discharged effectively and efficiently.

B. Key accountabilities	
Key performance area	Output/action
Technical support	• Provide end-user support and system administration when required • Install and configure computer equipment, desktop management, email management and printer support • Liaise with suppliers for maintenance and repair of hardware • Investigate and follow up on all incidents logged on the help desk system • Install new/rebuild physical and critical servers and configure server hardware and software, peripherals, services, settings and storage in order to prepare IT equipment for user • Develop operating procedures for system administration activities including system monitoring, performance tuning, backup/recovery, server architecture design and system maintenance • Ensure backup is securely stored on tapes • Change tapes in server rooms, lock always in a secure case and send to service provider • Repair and recover data from hardware, software or networking failure e.g. hardware failure • Update ICT user Asset register when equipment has been reallocated to a user • Perform regular system maintenance, hardware and software upgrades, physical to virtual migration and performance

	tuning e.g. software upgrade
	• Provide server hardware capacity recommendations by doing health checks
	• Create user accounts and configure outlook
	• Perform daily backup operations ensuring all required file systems and system data are successfully backed up to the appropriate media
	• Work with vendor support contracts to resolve technical issues
	• Perform general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment
	• Record, update and document requests using the IT help desk system
	• Assist the Network and Security Specialist with implementing system security features
	• Update the websites with content as required
Risk Management	• Ensure that the acceptable usage policy is enforced and educate users on the acceptable usage policy
	• Assist users with resetting their password as per the policy
	• Write a script for Anti-virus and ensure updates happens when required
	• Contribute to the development, implementation and enforcement of all IT policies, standards, processes and procedures
	• Perform regular system updates on the server and desktops
	• Administrate the Antivirus servers and other security solutions
	• Participate in investigation, analysis and review following any security breach/ incident.
	• Design and develop security controls across systems and networks.
	• Raise awareness of ICT security across the organization.
	• Participate and assist in maintaining documentation for audit reports for ICT manager on all IT and security aspects
	• Analyse audit recommendations and implement where approved.
Network Management	• Evaluate and modify system performance to fix errors and escalate errors outside own area of specialisation
	• Assign configuration of authentication and authorization of directory services in order to create a user account
	• Maintain network facilities in individual machines such as drivers, and settings of personal computers as well as printers
	• Administer desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, tablets, camera system, access control system, software deployment, security updates , UPS and patches

C. Job specification

Qualification and experience:

Education:

- National Diploma in Information Technology, Computer Science or an equivalent relevant qualification (NQF 6)
- ITIL Foundation certificate will be an advantage.
- N+ and A+ certificate will be an advantage

Experience:

- 3-5 years' experience in desktop support within an IT environment
- Experience in network and server support will be an advantage
- Experience in application support will be an advantage such as Ms Office, Board applications etc.

Knowledge:

- Awareness and understanding of the Pension Fund Industry and the Government Employees Pension Fund.
- Relevant legislation, regulations and procedures e.g. Pension Fund Act, Government Employee Pension Fund law, 1996
- Excellent knowledge of technical support and of computer hardware/software systems
- GEPF service delivery model
- The ability to understand and respond to broad business issues
- Information security

Skills and Behaviour:

Skills:

- Excellent communication (Verbal and written)
- Planning and organization skills
- Negotiation skills
- Problem solving
- Computer literacy
- Research analysis
- Project management

Behavior:

- Integrity and ability to maintain confidentiality when dealing with confidential information are essential
- Results and deadline driven
- Must be a self-starter

- Good interpersonal skills
- Client focus
- Adaptability and stress tolerance
- Demonstrable commitment
- GEPF focus
- Communication
- Team work
- Good organizational skills

D. Relationships

ICT Manager	Direct Reporting Line
GEPF staff	General interaction with the Board of Trustees and staff members.

GEPF is committed to ensuring and maintaining workplace diversity and the attainment of employment equity, having due regard to qualifications and/ appropriate experience. GEPF encourages applications from people with disabilities.

Confidential applications, giving full career particulars and contact details with copies of qualifications should be emailed to Courtney@warriortalent.co.za no later than the 18th February 2021. Please note that only shortlisted candidates will be contacted. If you have not been contacted within one month after the closing date, please consider your application as unsuccessful