

Contract duration : **Fixed Term Contract (Period November 2022 ending March 2025)**

Anticipated start date : 01 November 2022

Closing date for applications : 11 October 2022

Remuneration : Market related

2X ICT OFFICER - : **RIVONIA/EAST LONDON**

Beyond Zero (BZ) has been successfully implementing comprehensive services across the HIV and TB care continuum in the Eastern Cape (EC), Free State (FS), KwaZulu-Natal (KZN) and Limpopo Provinces in the past 19 years; targeting key and vulnerable populations including adolescents and youths, sex workers (SW), orphans and vulnerable children (OVC) and men who have sex with men (MSM) and people living with HIV amongst others. Beyond Zero is one of the four nominated Principal Recipient (PRs) in South Africa to lead and provide strategic management, oversight, monitoring and evaluation on the implementation of the Global Fund grant.

Purpose of the role:

The ICT Officer will assist with the delivery of ICT services to ensure that the BZ ICT systems and infrastructure are running efficiently to enable the organization. Provides technical support and problem solving on any service desks challenges and maintain exceptional customer service. Implement project tasks, meet timelines, and ensures excellent quality and standard of solutions

Duties and Responsibilities

To perform this job successfully, an individual must be able to perform the following:

- Provide input into ICT strategic initiatives, technology direction and operating plan as well as setting ICT goals for BZ
- Manages Help Desk and Service Tickets process, including ticket reduction via root cause analysis and eradication
- Provide telephonic/remote support to other BZ offices
- Troubleshoot ICT related problems as they arise and provide timeous resolutions to minimize the impact on operations
- Take ownership of known issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible
- Facilitate the proper escalation of incidents to other support teams or service providers where necessary
- Enforces compliance to IT Security Policies and Standard Operating Procedures through training, communication and conducting IT audits
- Responsible for the execution of BZ ICT Disaster recovery plans
- Monitoring of system backups
- Provide input into IT strategy and plans and ensure delivery of set goals
- Manage IT assets and ensures accurate record keeping and safeguarding
- Provide support for all BZ projects
- Plan, schedule and execute software and hardware upgrades

- Monitor, manage, and scale capacity – up and down, ahead of demand (Hardware and Communications infrastructure)
- Implement information and functional systems, including software applications, network, phone systems and end-user computers
- Support the acquisition, implementation, and appropriate use of ICT technology and related services (hardware, software, network etc)
- Implement, maintain, and ensure maximum uptime for telephone and audio-visual systems
- Monitor and manage multiple cloud based and hosted systems
- Constantly check security of ICT assets, data, network and backup systems and conduct audits in this regard
- Work with HR to manage User Account Creation and ensure appropriate access is provided and deactivate accounts when employees exit Beyond Zero
- Responsible for configuration and installation of PCs, network printers and applications
- Responsible for implementing ICT Projects and Roadmaps according to budget and collaborate with internal stakeholders to ensure timelines are met
- Responsible for managing incident reporting, response, management, and resolution
- Ensure that hardware is repaired and maintained effectively, consumables are ordered timeously, and service providers are meeting the service level agreements
- Identify ICT related and business risks, work with ICT Manager to develop and implement mitigating initiatives
- Decommission non-performing IS assets through an approve asset management process
- Ensure exceptional stakeholder management (internal and external) including 3rd parties
- Ensure security of information technology assets, data, network access, and backup systems and supervise agreed audits to verify the security of internal and external systems
- Assist the ICT Manager to develop requirements, budgets, and schedules for information technology projects
- Acquire application software in line with commercial and technology guidelines to meet the organisation's requirements.
- Provide inputs into the process of solution development, testing and installation to meet business requirement.

Minimum Qualification, Education and Experience

- National Diploma or Degree in IT or Computer Science
- A+, N+, MCITP certified
- MCSE/Microsoft Office O365/Azure certification advantageous
- Security certification (CompTIA/ EC Council/ Microsoft)
- ITIL/COBIT Foundation certification
- Demonstrate experience working on SQL databases
- SAGE VIP experience
- SAGE Evolution 200 experience
- 4-5 years' work experience in the ICT environment as a network/systems administrator essential
- Effective communication and people skills
- Microsoft SharePoint, Exchange, and Security
- Valid SA driver's license and ability to travel extensively as and when required

Skills & Competencies:

- Excellent Business Communication skills at all levels (verbal and written)



BeyondZero

a partner in public health transformation

- Excellent Time management
- Project Management principles
- Good problem solving and follow up ability
- Attention to Detail
- Ability to resolve conflicts professionally and have excellent customer focus
- Self-starter & motivator, decision making ability

To Apply: Cover letters clearly stating the Position being applied for and preferred region/location as mentioned on the adverts, CVs, and copies of qualifications must be forwarded to qfrecruitment@beyondzero.org.za

NB. Applicants who have not heard from Beyond Zero one month after the publication of these adverts should consider their applications unsuccessful and any future correspondence from BZ thereof will be limited to shortlisted applicants only.

Beyond Zero reserves the right to re-advertise any of the above listed Positions should the need arise and reserves the right not to fill any of the listed Positions.

None South African Citizens and non-South African Permanent Residence holders must be in possession of valid documentation authorizing them to work in South Africa. Beyond Zero is an equal opportunity employer.

By expressing the interest in the position, applicants are consenting in terms of POPI Act for their curriculum vitae be shared with the relevant people authorised to act on behalf of BZ in the recruitment process

