



The South African Health Products Regulatory Authority (SAHPRA), is the National Medicines Regulatory Authority established in terms of the ***Medicines and Related Substances Act, 1965, (Act No. 101 of 1965) as amended***, to provide for the monitoring, evaluation, regulation, investigation, inspection, registration and control of medicines, scheduled substances, clinical trials and medical devices, and related matters in the public interest.

ICT DESKTOP TECHNICIAN

SALARY LEVEL 7: R 408 032 – R 433 074 per annum (TOTAL COST TO COMPANY)

Ref No.: SAHPRA 017/2024

CENTRE: Pretoria

REQUIREMENTS: Matric Certificate and three (3) year qualification National Diploma or Degree in Information and Communication Technology or related equivalent qualification at NQF Level 6 as recognised by SAQA. A related ICT degree at NQF 7 as recognised by SAQA will be an added advantage. A minimum of three (3) years working experience in ICT systems. A valid driver's license.

CORE COMPETENCIES AND TECHNICAL PROFICIENCIES: Ability to provide excellent customer service and public relations outreach. Proven ability to effectively manage multiple priorities and meet deadlines. Evidence of flexibility and problem-solving skills. Demonstrated ability using a life cycle management process for implementation of changes in technology. Ability to perform a variety of professional tasks including, but not limited to, technology services representative on various committees or task forces. Demonstrated ability to excel both independently and as a team member in a lively, collaborative environment. Excellent written and verbal communications skills with a demonstrated ability to make difficult concepts easy to understand. Strong customer focus; service-oriented attitude. Ability to multitask - Sense of urgency; maintain a positive attitude. Excellent telephone presence with organized follow-up skills. Ability to be proactive and able to take direction and establish ownership of projects. Demonstrated networking skills, able to foster strong relationships internally and externally. Assertiveness. Ethical behaviour.

DUTIES: Technical Support: Provide timely and effective technical support to end-users, addressing hardware, software, and network-related issues. Troubleshoot and resolve complex technical problems, escalating to higher levels of support when necessary. **Incident Management:** Manage IT support tickets and incidents through to resolution, adhering to defined Service Level Agreements (SLAs) and ensuring exceptional customer service. **Troubleshooting and Root Cause Analysis:** Conduct in-depth analysis of complex technical problems, perform root cause analysis, and implement preventive measures to minimize recurrence. **Hardware and Software Maintenance:** Install, configure, and maintain computer

hardware, peripherals, and software applications. Conduct regular system upgrades and patching to ensure optimal performance and security. **Network Troubleshooting:** Diagnose and resolve network connectivity issues, including LAN, WAN, and wireless networks. Collaborate with network administrators to optimize network performance. **User Training:** Conduct training sessions and create user documentation to help employees better utilize technology and software tools effectively. **IT Security:** Implement and enforce IT security policies and procedures, ensuring compliance with industry best practices and protecting sensitive data. **Security and Compliance:** Ensure compliance with IT security policies and industry standards. Implement security measures and best practices to protect the organization's IT assets. **System Monitoring:** Monitor system performance, analyze logs, and proactively identify potential issues to minimize downtime and optimize system performance. **IT Infrastructure Management:** Assist in managing and maintaining the organization's IT infrastructure, including servers, switches, routers, and other network equipment. **Technology Deployment:** Participate in the planning, testing, and deployment of new hardware, software, and system upgrades. **IT Project Support:** Collaborate with the IT team in planning, executing, and completing IT projects. Participate in the design, implementation, and testing of new technologies and solutions. **Collaboration with IT Teams:** Collaborate with other IT teams, such as network, security, and system administrators, to resolve cross-functional technical issues and to implement system changes and improvements. **Documentation:** Create and maintain comprehensive documentation, including system configurations, troubleshooting procedures, and user guides. **Mentorship and Support:** Provide guidance and mentorship to junior team members, sharing knowledge and best practices to enhance the overall team's capabilities. **Continuous Improvement:** Identify opportunities for process improvements, automation, and efficiency enhancements within the IT support function*.

INSTRUCTIONS TO APPLICANTS (HOW TO APPLY): Interested applicants who meet the above requirements should forward their applications accompanied by signed covering letter attached to the comprehensive CV with the names and email addresses of three (3) referees clearly reflecting the **name of the position and post reference number**, and recently certified copies of ID, required qualification/s (matric included) and driver's licence where applicable.

- Applications without the aforementioned documents/information will not be considered. **Should you be in possession of a foreign qualification, it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA).**
- A separate application must be completed for each post. SAHPRA will not be liable where applicants use incorrect or no reference number on their applications.
- No late applications will be accepted. CVs will not be returned. Applications, which are received after the closing date, will not be considered.
- Further communication will be limited to shortlisted candidates. If you have not received a response from SAHPRA within 3 months of the closing date, please consider your application as unsuccessful.
- It will be expected of candidates to be available for selection interviews on a date, time and place as determined by SAHPRA.

Applicants must note that further checks will be conducted once they are shortlisted and that their appointment is subject to positive outcomes on these checks, which include security clearance, qualification verification, criminal records, credit records, citizenship status and

previous employment.

SAHPRA is guided by the principles of Employment Equity. Candidates with disabilities are encouraged to apply and an indication in this regard will be appreciated. SAHPRA reserves the right to fill or not to fill the vacant post/s.

Interested persons who meet the above-stated qualifications should forward their applications which should consist of a cover letter, detailed Curriculum Vitae, certified copies of qualification(s) and Identity Document (certified within the past 3 months).

SAHPRA comply with the provisions of Protection of Personal Information Act (POPIA); Act No. 4 of 2013. We will use your personal information provided to us for the purpose of recruitment only and more specifically for the purpose of the position/vacancy you have applied for. In the event your application was unsuccessful, SAHPRA will retain your personal information for internal audit purposes as required by policies.

Enquiries: Ms S. Molepo, Email: setlola.molepo@sahpra.org.za **(APPLICATIONS SENT TO THIS EMAIL ADDRESS WILL NOT BE CONSIDERED FOR THE RECRUITMENT PROCESS). The closing date is 27 May 2024 at 16H00.**