



# Cricket South Africa

wishes to appoint a

## IT Systems Administrator

CSA (Cricket South Africa/Company) is the national governing body for the sport of cricket in South Africa and administers all aspects of South African cricket.

A position for an **IT Systems Administrator** has become available. The successful candidate will be responsible for the server environment of an organization. This individual ensures daily that they are running efficiently by performing upgrades and maintenance tasks on both hardware and software, resolving technical problems, overseeing their activity levels, ensuring server security, and developing new system structures where necessary.

The more important criterion for the appointment is set out below and although not exhaustive, would serve as a guideline in assessing prospective candidates.

### **Key job duties/responsibilities:**

Key performance areas include but are not limited to the following:

#### **1. Responding to Logged IT Incidents**

- a) Respond within agreed time limits to call-outs.
- b) Prioritise and manage many open cases at one time.
- c) Resolving IT support requests escalated from the IT 1st Line Support team.
- d) Answering employee questions regarding computer systems.

#### **2. Privileged Account creation and review**

- a) Creation of privileged user accounts as per logged requests.
- b) Periodic review of the privileged accounts on all systems.

#### **3. Server Availability**

- a) Ensure the server availability for end users through continuous server management and maintenance.
- b) Implement server warranties to ensure availability.

#### **4. Network Support**

- a) Develops and implements network maintenance standard operating procedures.
- b) Diagnoses and repairs hardware and network malfunctions.
- c) Manages and monitors service providers responsible for the network.
- d) Ensure network availability for user connectivity.

#### **5. Server Administration and Support**

- a) Install, configure, and maintain various types of hardware and software.
- b) Configure, manage, and implement server operating systems.
- c) Administer the health of Active Directory.

- e) Manage the DHCP, DNS services.
- f) Manage application servers including the databases thereof.

#### **6. Azure and Exchange Online Support**

- a) Manage and maintain the Azure and Exchange Online environment.
- b) Communicate effectively with users.
- c) Provide regular updates and ensure that their needs are met.
- d) Conduct user satisfaction call-backs / surveys as agreed with management.

#### **7. IT Security Management**

- a) Ensures security firewalls are updated regularly to ensure that the company is protected against intrusion and attacks.
- b) Manages and updates rules on the firewall.
- c) Performs review of IT access accounts.

#### **8. Patch Management**

- a) Ensure that the server environment is patched.
- b) Ensure that the user environment is patched properly through logging calls for the un-compliant end users.

#### **9. Backup and Continuity Reporting**

- a) Manages system backups and restores ensuring successful backups daily.
- b) Resolves logged backup incidents.
- c) Quarterly Disaster Recovery testing of system redundancies.
- d) Gives input to the Disaster Recovery and Backup documentation documents.

#### **10. Manage IT Service Providers**

- a) Manage and monitor IT Server management deliverables from IT Service Providers.

#### **11. Cloud**

- b) Ability to manage cloud solutions for server support.
- c) Ability to manage deploy services on the cloud.

#### **12. Project support**

- d) Performs such additional functions as may be instructed by the Line Manager from time to time.
- e) Ensures that allocated projects as specified by Line Manager are completed and that project deadlines have been met.
- f) Ensures that Project delivery does not affect or set back normal deadlines.
- g) Provide support for IT projects, including testing and deployment of new hardware and software.
- h) Project coordination.

#### **Essential requirements pertaining to the candidate's qualifications and experience:**

- a) A National Diploma in Information Technology (NQF6) or equivalent qualification.
- b) A Bachelor's Degree in Information Technology (NQF7) or equivalent qualification will be an advantage.
- c) Azure or MCSE international certification or equivalent qualification.
- d) Network+ or CISCO certifications (NQF 5) or equivalent qualification will be an advantage.

- e) A minimum of five (5) years' experience in IT Server Management.
- f) A minimum of five (5) years' experience in troubleshooting IT queries with experience in server and network management.
- g) A minimum of 2 years' experience with IT Security management
- h) A minimum of five (5) years' experience in a multi-Site environment will be an advantage.
- i) A minimum of three (3) years' experience in ITIL disciplines is advantageous.
- j) Project management experience will be an advantage.

**In addition, the following competencies (skills and behavioural attributes) would be important:**

- a) A strong understanding of basic networking concepts such as IP addressing, DNS, and routing, as well as hardware and software troubleshooting skills.
- b) Excellent telephone manners, professional verbal communication skills, and the ability to engage with clients effectively.
- c) The ability to manage multiple tasks and priorities, and to work efficiently under pressure.
- d) A patient and service-oriented approach to troubleshooting IT queries, and the ability to maintain user satisfaction through efficient and prompt handling of service requests
- e) The ability to work effectively as part of a team, as well as independently with minimum supervision.
- f) The ability to ensure that incidents and service requests are logged and tracked accurately, and that reports are complete and up to date.
- g) The ability to adapt to changing situations and requirements, and to learn new skills and technologies quickly.

The role will report to the **IT Manager**. The role requires the ability and willingness to travel, work long hours, over weekends and public holidays where necessary.

The successful candidate will be based at the CSA Head Office, 86 5th Street, Melrose Estate, Johannesburg. Qualifying candidates can apply to [careers@cricket.co.za](mailto:careers@cricket.co.za) with a comprehensive CV, copy of SA ID, copies of qualifications and at least two contactable references.

All applications will be treated in strict confidence. Short listed candidates will undergo interviews and possible additional assessments.

In making the final selection, consideration will be given to the employment equity objectives of CSA. A performance agreement shall be entered into with the successful applicant. CSA reserves the right not to make an appointment.

The closing date for all applications is **10 January 2025**. Only shortlisted candidates will be contacted. Should you not receive a response to your application within 14 days after the closing date, please consider it as being unsuccessful.

CSA is an equal opportunity, affirmative employer. It is our intention to promote and broaden the diversity of our workforce ensuring South Africans of all races, gender, disability can be involved in the administration of cricket. The appointments are made in line with CSA's employment equity commitments.