

DEPARTMENT OF SPORT, RECREATION, ARTS & CULTURE

TECHNICAL ADMIN SUPPORT OFFICER: IT

Salary Range: An all-inclusive remuneration R 294 321 – R 343 815 (Level 07)

HEAD OFFICE (Qonce) Ref: DSRAC 14/06/2023

MINIMUM REQUIREMENTS: National Senior Certificate plus a National Diploma/Degree (NQF level 6 as recognised by SAQA) in IT; Computer Science; Software development; Business/Systems Analysis or other relevant & equivalent IT qualification. A minimum of 2 years work experience in the ICT environment for ICT Systems or Data Analyst and Helpdesk/Service support or ICT systems management. Competencies: Proven computer literacy; Planning and coordination skills; Communication (verbal and written) skills; Planning and organizing skills. Procedures and processes. Good in organising, communication, and report writing skills, excellent human, and interpersonal relations. A valid driving licence. Additional certificates in relevant data scientist/analysis would be advantageous certificates in: Big Data; Data Analysis & Modelling (Pandas, NumPy, Matplotlib, seaborn, SciPy); Machine learning and Deep Learning (Sklearn, TensorFlow, Keras, Pytorch); Data visualization (Power BI, Tableau); Coding/IDEs (Python, Jupyter, Spyder, Pycharm, R programming). A valid driver's licence as added advantage.

DUTIES: Providing functional/system support services for departmental designated systems, including providing help-desk support services for the all users and handling help-desk escalations. Understand designated applications/systems business functionality; and use technical and analytical expertise to locate and resolve applications/systems related problems. Provide system related advisory service to departmental users and help-desk services. Providing training for users for designated systems. Provide data analytic/analysis related services. Work closely with business to identify issues and use data to propose solutions for effective decision making. Build algorithms and design experiments to merge, manage, interrogate, and extract data to supply tailored reports to colleagues, customers, or the wider organisation. Use machine learning tools and statistical techniques to produce solutions to problems and dashboards for internal stakeholders. Test data mining models to select the most appropriate ones for use on identified projects or business units. Maintain clear and coherent communication, both verbal and written, to understand data needs and report results. Assess the effectiveness of data sources and data-gathering techniques and improve data collection methods. Build predictive models and machine-learning algorithms for the various business units. Work with stakeholders throughout the organization to identify opportunities for leveraging company data to drive business solutions.

Provide secretarial /receptionist support service to the Director/Senior Manager ICT's office, which includes collecting, analysing and collating information, scrutinize documents to determine actions / information / other documents required for meetings. Receive and direct telephone calls. Perform advanced typing work. Operate and ensure that office equipment is in good working condition. Record the engagements of the Director's office. Utilize discretion to decide whether to accept/decline or refer to other employees' requests for meetings. Coordinate with and sensitize/advise the director's office regarding engagements. Compile realistic schedules of appointments. Render administrative support service. Ensure effective flow of information and documents to and from the director's office. Ensure safe keeping of all documentation in the office of the director in line with relevant legislation and policies. Obtain inputs, collate and compile reports. Scrutinize routine submissions/reports and make notes and/or recommendations for the director's office. Respond to queries received from internal and external stakeholders. Draft documents as required. requested by the director. Clarify instructions and notes on behalf of the director. Ensure travel arrangements are well coordinated.

People with disabilities who meet the requirements will be given preference.

ENQ. R. SWARTBOOI – 043 492 0949 – HEAD OFFICE (Qonce)

e- Recruitment Technical Enquiries – recruitment@ecsrac.gov.za