





a world class African city



**VACANCY BULLETIN:** 002/2024 REF: 017  
**DESIGNATION:** SPECIALIST: SERVER  
**GROUP:** INFORMATION & OPERATIONAL TECHNOLOGY  
**DEPARTMENT:** INFORMATION TECHNOLOGY  
**REPORTING TO:** SENIOR TECHNICAL ANALYST: ICT

**Appointment Minimum Requirements:**

- National Diploma (NQF 6) Information Technology
- 3 years' relevant experience

**Primary Purpose:**

Ensure availability, performance and maintenance of all City Power Server infrastructure environments.

**Key Responsibilities:**

Provide high level technical support on servers to ensure availability and optimum performance. Perform server installation, configuration and upgrade of new and existing server installations. Upgrade server hardware and software components as and when required. Monitor and analyze the performance of servers and troubleshoot any problems. Analyze and check server logs, track the nature and resolution of possible problems. Knowledge and experience with installation, upgrade, and configuration of physical server and VMWare virtual server environments. Ensure servers are maintained accordingly. Install and configure Active Directory, Group Policies, DNS and DHCP. Install, configure and administer Microsoft Exchange Server (On-premises & Online). Knowledge and experience of Microsoft Teams. Ability to respond to the needs and questions of users concerning their access of network resources. Benchmark technology and services to global standards. Record all installations on inventories. Create technical and training materials in non-technical language. Deliver training as required. Work with backup team to ensure all systems are backed up, to enable data recovery as required, including the provision of Business Continuity Services. Work with appointed Service Provider to ensure maintenance of data centre facilities as per the agreed schedules. Approve and keep records of all data centre maintenance documentation (Job cards, etc). Report and follow up with the Service Provider on all data centre related calls/faults. Manage Service Providers access to the Data Centres and ensure visitors' register is signed. Ensure availability and performance of DR site for business continuity. Ensure availability, functionality and performance of all systems/servers hosted at the DR site. Give input into policies, processes, and standards. Audit the system and follow up on any audit queries and ensure that audit evidence is maintained in line with standard operating procedures. Participate in relevant governance structures with the focus of improving quality of the server environment/infrastructure. Follow change control process for all changes and present changes at Change Advisory Board (CAB) meetings. Provide reports on server performance and availability. Contribute towards the monthly, quarterly and ad hoc departmental reports. Manage the provision of ICT service and ensure that customers receive service within specified timelines. Ensure that the highest standard of customer service is achieved throughout the division. Implement action plans to assist in areas where poor customer service has been identified.

---

---

**CLOSING DATE: 25 DECEMBER 2024 @ 17h00**

**TO APPLY EMAIL:**

[recruitment.IOT@citypower.co.za](mailto:recruitment.IOT@citypower.co.za)

**ENQUIRIES: 011 490 7343/7687/7909**

**BULLETIN: 002/2024 REF NO: 017**

---

---

**NB: The City Power application form must be completed and submitted with the application to the relevant email address provided for the specific position. Failure to complete and submit the form will disqualify the applicant for consideration**

**Note:**

- City Power is an Employment Equity Employer; therefore, preference for this position will be given to candidates whose appointment will enhance representation (especially Gender and Disability).
- If you do not hear from us within 2 months of the closing date, you may assume that your application was unsuccessful.
- Applicants must note that further checks will be conducted once they have been shortlisted and that their appointment will be subject to positive outcomes on these checks, which include qualification authentication, criminal records and previous employment.
- City Power reserves the right not to fill the position or to re-advertise it. Where applicable, candidates may be expected to undergo psychometric assessments.

- 

It is the applicant's responsibility to have their foreign qualifications evaluated by the South African Qualifications Authority (SAQA) and to provide the evaluation results.

- Please include copies of your qualifications with your application.