**The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representation within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.**

INFORMATION AND COMMUNICATIONS SERVICES

**SENIOR (PRINCIPAL) CONSULTANT: INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE**

# (PEROMNES GRADE 07)

**HOWARD COLLEGE**

**REF NO. ICS 04/2022**

The primary purpose of the job is to design, implement, maintain, and support IT infrastructure to improve efficiency, manage cost, and minimize security risks. The IT infrastructure includes but is not limited to the data center, network and server services, telephony, servers, storage, access control, surveillance system, audiovisuals, and related software.

**DUTIES AND RESPONSIBILITIES**

* **Strategic alignment of technology, Installation, and customization**
* Analyses UKZN ICT strategy, determine IT Infrastructure implications and align to the future direction of technology.
* Ensure the efficiency, robustness, fit-for-purpose, and integration of IT infrastructure solutions against the business requirements of the University.
* Propose a plan of action, obtain approval and buy-in, design and/or source solutions and facilitate implementation and follow-up on results.
* Research, design, consult with industry experts, and provide industry leadership in the innovative design of leading-edge technology implementing this in the largest environment of its kind in the province and at a world-class standard.
* Analyze user requirements and participate in capacity forecasting, asset optimization, efficient utilization, and defining the technology specifications underpinning the provision of UKZN IT services.
* **Installation, Maintenance, Troubleshooting, Optimization, and Integration of specialized systems**
* Ensure all installations and configurations are achieved using documented best practice system architectures. Installations and configurations include but are not limited to:
	+ Security Servers.
	+ Internet routers.
	+ Firewall systems.
	+ Core Networking tables and IOS.
	+ Audio Visual, Crestron, and Fusion Server
	+ Access Control Systems
	+ Virtual Infrastructure and cloud-based systems
	+ Physical Server Infrastructure
	+ Wireless (On Premise and Cloud based)
	+ Server Room and switching center Infrastructure
	+ Heating, Ventilation, and Air Conditioning (HVAC) and fire protection systems
* Assess the impact of critical system downtime, and derive and implement plans to mitigate the impact on UKZN business.
* Proactively ensure that potential IT infrastructure availability problems or performance bottlenecks are identified and corrected before the University is impacted.
* Take ownership of complex problems and ensure that all such problems are speedily resolved.
* Ensure that IT Infrastructure and related software services are operating at optimal performance levels.
* Liaise with vendors in ensuring maintenance contracts and SLAs are adhered to.
* Provide consolidated IT infrastructure view to ensure efficient management thereof.
* Ensure proactive incident identification using early warning systems.
* **Consulting**
* Consult with Client base and expert partners on various aspects of IT infrastructure provisioning.
* Attend meetings to evaluate user requirements and recommend solutions to users.
* Contribute to sectional and divisional Operational and Capital Budget requirements.
* Have a good working knowledge of financial protocols
* Participate in procurement and tendering processes.
* Provide technical consulting services in IT Infrastructure and related topics.
* Attend and make presentations or exhibitions at national conferences or other similar events.
* **Leadership, Project Management & Research**
* provide leadership, guidance, and mentorship to team members.
* Takes overall responsibility for the technology stream in which he/she is the leading expert
* Interacts with other specialists in different domains to ensure a coherent and comprehensive approach to complex problems.
* Assist and guide ICS staff and the User community in problem-solving techniques.
* Design and provide in-house training to departmental staff when necessary.
* Be able to facilitate effective mentorship training programs to team members and user base.
* Initiate project proposals for approval.
* Provide technical lead in projects to ensure that work packages are delivered on time, on budget, and at an acceptable quality standard.
* Keep abreast of industry developments and trends and provide a business value proposition for the adoption of technologies.

**THE INCUMBENT WILL REPORT TO THE MANAGER: IT INFRASTRUCTURE**

**MINIMUM JOB REQUIREMENTS AND EXPERIENCE**

* Matric and 3-year IT tertiary qualification or Information Management or Information Systems qualification on at least NQF Level 7.
* 8 years of relevant and proven working experience in the provisioning of large and complex IT infrastructure solutions and related software such as data center, network and server services, telephony, servers, storage, WI-FI, IP surveillance, and Server Virtualization.

# ADVANTAGES:

* Relevant industry-recognized professional IT certification (e.g., CCNA, VMWARE, Palo Alto Firewall, Pelco, Hikvision)
* Proven experience with installation & configuration of networking and communications equipment
* (Cisco, Palo Alto, Polycom, Dell, Enterasys Wireless, Impro Access Control)
* Proven experience with installation & configuration of virtual infrastructure and associated components (VMWare, Virtual Center)
* Proven experience with installation & configuration of Server Hardware (Dell, IBM, HP, SUN)

**Applicants may be required to undergo a technical competency test.**

Enquiries and details regarding this post, including requests for a job profile, and all other recruitment-related enquiries may be directed to Tirhani Baloyi on recruitment-tb@ukzn.ac.za

**The remuneration package offered includes benefits. Appointment to this post will be subject to the January 2018 Conditions of Service.**

**Applicants are required to complete the relevant application form (SUPPORT) which is available on the Vacancies page of the University website at** <http://vacancies.ukzn.ac.za>

**Completed forms must be sent to** **recruitment-tb@ukzn.ac.za****. Advert Reference Number MUST be clearly stated in the subject line.**

**The closing date for receipt of applications is 08 July 2022**

**Kindly note that the University of KwaZulu-Natal (“the University”) is required to process any Personal Information (as defined by the Protection of Personal Act, 2013 “POPIA”) submitted by candidates when applying for positions at the University. The provision of the Personal Information is a requirement in terms of the University’s recruitment and selection process. The retention of any personal information is as a consequence of the University being bound by legislative requirements and / or good governance practices as well as record keeping for statistical purposes. The University will endeavor to ensure that the appropriate security measures are in place and implemented for both electronic and paper-based formats that are used for processing of the personal information recorded through this recruitment and selection process.**