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

COLLEGE OF AGRICULTURE, ENGINEERING AND SCIENCE

IT / COMPUTER USER CONSULTANT
(PEROMNES GRADE 9)
(6 MONTH FIXED TERM APPOINTMENT)
1 JULY 2024 – 31 DECEMBER 2024

SCHOOL OF MATHEMATICS, STATISTICS AND COMPUTER SCIENCE
PIETERMARITZBURG CAMPUS (1 POST)
WESTVILLE CAMPUS (1 POST)

REF: MSCS/T02/2024

Two vacancies exist for a suitably qualified and experienced IT professional to provide first-line technical assistance to the large number of undergrad and postgrad students, and staff in the School of Mathematics, Statistics and Computer Science.

The successful candidate will use his/her technical knowledge coupled with problem solving and diagnostic skills/ability to assist the technical team with ongoing user support and maintenance of the numerous computing infrastructure and systems in place. As part of a small team, he/she will be required to attend to the various technical aspects of ensuring the smooth running of the School's various undergraduate, honours and postgraduate teaching and research computing laboratories and associated computing infrastructure.

The day-to-day aspects of the job include inter alia, configuring, and troubleshooting a heterogeneous mix of computer hardware devices; installing, configuring, testing rolling out, and troubleshooting software issues; responding to exception reports, error logs and alerts; and to provide hands-on technical advice to the large number of students and staff using the facilities.

In addition, the incumbent will use their technical knowledge coupled with problem solving and diagnostic skills to assist the technical team with ongoing maintenance of the numerous computing infrastructure and backend systems in place throughout the School. As a member of the technical team, s/he will be assigned to various projects, and will also be expected to react to, and assist with the investigation, diagnosis and resolving technical issues involving a wide range of hardware, network, and software solutions across the School.

The networked systems in use in the School range from high-end Linux/UNIX servers, Linux workstations/desktops, Microsoft Windows server and desktop platforms, virtualisation platforms, Storage Area Networks, Apple devices, and various handheld/portable devices. Specialised scientific software packages are used extensively.

The incumbent must have sound technical computing knowledge coupled with strong problem-solving and diagnostic skills with a proactive approach to identifying and resolving issues. Competence with computer hardware and software across various platforms is essential, together with an understanding of network environments.

MINIMUM REQUIREMENTS:

- Matric plus a Bachelors degree in Computer Science, Computer Engineering, or other IT related field
- 4-years hands-on relevant work experience in troubleshooting, installation and configuration of hardware and software in Linux and Microsoft Windows environments
- Sound knowledge of networked environments and virtualization technologies
- Exposure to various scientific software applications
- Programming in any of C, C++, C#, JAVA, PHP, PYTHON, BASH, POWERSHELL or similar/related programming or script language

Please note:
- **Only shortlisted candidates will be contacted**
- **The University reserves the right not to make an appointment.**
- **Short-listed candidates may be required to undergo a skills test**

Enquiries and details regarding this post may be directed to the Manager: Technical Operations, Mr L Els, at els@ukzn.ac.za

Applicants are required to complete the relevant Support Staff application form (Application form – Support), which is available on the Vacancies page of the University website at http://vacancies.ukzn.ac.za/

Completed application forms, together with a motivation letter and comprehensive CV, should be emailed to tech-vacancies@cs.ukzn.ac.za

The advert reference number MUST be clearly stated in your subject line, together with the campus for which you are applying.

The closing date for receipt of applications is 14 June 2024.