



National Gambling Board

South Africa

a member of **the dti** group

IT SUPPORT TECHNICIAN

Reference Number: NGB 04/2019

Nature of Employment - Permanent position

**Remuneration Scale: R 273,713.00 - R387,757.00
(all inclusive package per annum)**

Preference will be given to Coloureds, Whites and people with disabilities

BRIEF SUMMARY OF THE ACT

The National Gambling Board (NGB) is established in terms of the National Gambling Act, (NGA) 2004 (Act 7 of 2004) as amended. It is a schedule 3A Public Entity in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The NGA makes provision for the coordination of concurrent national and provincial legislative competence over matters relating to the continued regulation of gambling activities and also makes provision for the establishment of uniform norms and standards applicable throughout the Republic in certain gambling activities.

STRATEGIC OBJECTIVE

The strategic objectives stated below straddle and apply across all positions within the Board. Successful incumbents will be required to execute their functions in consideration of the following strategic objectives Enhance Stakeholder Liaison and Statutory Advisory Services; Optimise Organizational Excellence; Enforce Gaming Technical Compliance; and Enforce Compliance.

PURPOSE

To provide IT technical support to the National Gambling Board computer users in order to minimise work disruptions and enable smooth operations

KEY PERFORMANCE AREAS

End User Support

- Provide first line Information Technology support to all NGB staff.
- Receives user support calls and troubleshoot hardware and software issues.
- Assesses potential causes of issues logged and attempts to resolve remotely prior to physical attendance of calls.
- Escalate to IT Systems Support Practitioner if cannot be resolved.
- Installing and upgrading anti-virus software to ensure end user security.
- Assist with upgrading the entire system to enable compatible software on all computers.
- Assist in performing tests and evaluations on the new software and hardware.
- Assist with repairing or replacing damaged hardware.

Server / System Administration

- Receive and log access request to the system, ensure proper approval is obtained prior to IT Systems Support Practitioner granting access in line with Policies.
- Monitor scheduled back-ups reports and highlight areas of concern for rectification.
- Reviews computer system access reports to identify possible security violations.

Network Administration

- Conduct daily backup operations
- Utilise daily checklist to ensure all systems are up and running in accordance with organisation requirements.
- Daily report on all system defects picked up on the checklist.

Monitoring of National Registers Systems Information

- Maintains National Registers Helpdesk and provides technical support to stakeholders.
- Ensures appropriate analysis of information received and identification of variances.
- Monitors adherence to norms and standards by the PLA's.

National Electronic Monitoring Systems

- Verification of Journals.
- Log on to the fresh desk system.
- Verify the GGR on the journal against the excel calculation.
- Approve the journal on fresh desk.
- Create a letter and memo for journal approval
- Escalate to Information Technologist for any assistance.

Records Management

- Ensure that records management is performed in accordance with NGB approved file plan and electronic document management.

MINIMUM JOB REQUIREMENTS

Qualifications

- Three (3) year National Diploma or Bachelor's Degree in Computer Science/Information Technology or related field.

Experience

- Two (2) years' practical experience in IT A+ and N+ Information Technology, understanding of Microsoft environment.

Competence and skills

The appointee must have the following skills:

- Systems Administration
- Problem Solving
- Time Management
- Technical

The appointee must have the following knowledge in terms of **legislations:**

- Gambling Legislation
- Public Finance Management Act (PFMA)

The successful applicants' remuneration package will be in terms of the NGB Remuneration Policy. The National Gambling Board subscribes to the principles of Employment Equity.

The appointee will be required to sign a performance agreement within one (1) month of joining the organisation and this position is subject to a twelve (12) months' probation period.

To apply for this position, interested applicants are required to complete the NGB employment application form to be obtained from NGB's website www.ngb.org.za, attach and complete the following documents i.e. comprehensive CV, copies of qualifications and identity document. **Failure to submit all requested documents will disqualify your application.**

The completed application with all supporting documents can be submitted by e-mail to recruitment@ngb.org.za, hand delivered to the NGB offices at 420 Witch Hazel Avenue, Eco Glades 2, Block C, Eco Park, Centurion or posted to the Senior Manager: Human Capital Optimisation, Private Bag x 27, Hatfield 0028.

Background verifications, criminal record checks, citizenship check and competency assessment will form part of the selection process. It is the responsibility of candidates with foreign qualifications to have them verified by the South African Qualifications Authority (SAQA). If you have not been contacted within three months after the closing date, please regard your application as unsuccessful.

CLOSING DATE: 24 MAY 2019

The Board reserves the right not to make an appointment.