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| JOB DESCRIPTION |
| **A: POST DETAILS** |
| **1. JOB TITLE** | IT Support |
| **2. INCUMBENT/EMPLOYEE** |  | **3. SALARY LEVEL** |  |
| **4. CORE** *(for office use)* | Communication and Information Related Personnel |
| **5. BRANCH** | Heritage Promotion and Preservation |
| **6. CHIEF DIRECTORATE** | National Archives and Libraries |
| **7. DIRECTORATE** | Records Management and Information Systems  |
| **8. SUB-DIRECTORATE/ DIVISION** | Information Systems  |
| **9. LOCATION / CENTRE** | Pretoria | **10. DATE COMPILED/ REVIEWED** | 21/01/2022 |
| **11. POST REPORT TO** | Assistant Director |
| **B: JOB DETAILS** |
| 1. **PURPOSE OF THE JOB** *(overall responsibility/why the job exists in a sentence or two)*

To provide technical desktop, LAN/WAN and system administration support.  |

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| 1. **MAIN FUNCTIONS OF THE JOB** *(must be in priority order and not exceed six)*
 | **Percentage of time** **spent** 100% |
| **Key Result Areas** | **Key Activities** |
| **1.** Administer development, maintenance and support of systems |  System support and enhancement of the following systems * AtoM
* NAAIRS in Atom
* NARSSA Website
* Digitization systems
 | 30% |
| **2.** **Desktop Support for the digitization project** | * User creation and onboarding
* Password resets
* Printer, Scanner and Telecommunication support.
* Troubleshooting hardware and software issues
* Installing and maintaining hardware and computer peripherals
* Installing and upgrading operating systems and computer software
 | 30% |
| 1. **Network Support**
 | * Identifying and solving any problems that arise with computer networks and systems.
* Providing network administration and support
* Troubleshooting networking and connection issues
 | 20% |
| 1. **Maintenance of Shared Drives**
 | * Train users
* Manage Share drives
* Ensure back-up of content on the share drive
 | 20% |

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| **3. INHERENT JOB REQUIREMENTS** *(List of educational qualifications and experience required for the job)* |
| **Minimum Qualification** | * National Diploma/Degree in IT or related qualifications
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| **Additional Requirements** | * **None**
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| **Experience** | * **None**
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| 1. **COMPETENCY REQUIREMENTS** *(Knowledge and proficiencies required in the execution of the key responsibilities of the job)*
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| **Competencies/Skills/Knowledge** | **Personal Attributes** *(e.g. ability to work as a team)* |
| * Computer literacy on Microsoft Word ,Microsoft outlook, Document Imaging
 | * Interpersonal Sensitivity
* Flexibility
* Personal Motivation
* Ability to work as a team
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| **5. CAREER PATH** *(Requirements for promotion)* |
| * No automatic promotion. Apply for the advertised position.
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| **C. CUSTOMERS / STAKEHOLDERS** |
| **Internal** *(e.g. Colleagues, Senior Managers, etc.)* | **External** *(e.g. other Departments, Service Providers, etc.)* |
| Colleagues | Researchers |
| Others Sections | NARSSA Visitors |
| Senior Managers | Interns/trainees |
|  | Contractors |

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| *(Reporting Relationships)*  |

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| **D: PERFORMANCE AGREEMENT** |
| The performance agreement of the incumbent, which contains a workplan and specific targets, should be read as an extention of this job description |

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| E: ALTERATIONS |
| In terms of the provisions of Chapter 1 Part III. I of the Public Service Regulations 2001 as amended, at least once every three years, an executing authority or his/her nominee shall review job descriptions and titles and where necessary. Redefine them to ensure that they remain appropriate and accurate. However, as soon as significant changes (i.e. where new or additional responsibilities are added to the job, shed off etc, this does not relate to the volume of work in anyway) to the job content have been effected and after due consultation with the relevant HR component and the postholder, the job description may be reviewed. |

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| F: JOB DESCRIPTION AGREEMENT |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** 2022/\_\_\_/\_\_\_**\_**Job Incumbent Date | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2022/\_\_\_/\_\_\_**Line Manager/Supervisor Date** |