

**CENTRE FOR PUBLIC SERVICE INNOVATION**

- APPLICATIONS** : Applications should be e-mailed to [Recruitment@cpsi.co.za](mailto:Recruitment@cpsi.co.za) and the subject of your email should read ASD: IT Support Ref No: 0001/2025. (Applications received after the closing date will not be considered). Faxed applications will not be considered. CPSI reserves the right not to fill the below-mentioned post.
- CLOSING DATE** : 11 April 2025
- NOTE** : The CPSI is a National Government Component listed in Part A of Schedule 3 of the Public Service Act, reporting to the Minister for the Public Service and Administration (MPSA). The CPSI is a solution-focused effective and efficient public sector government component playing a leading and catalytic role with regard to Public Service reform and transformation through innovation. It aims to entrench the culture and practice of innovation in public service through unearthing existing innovations for learning and replication. In order to perform this purpose, the CPSI performs the following functions – Providing the Minister (and her portfolio organisations) with independent, diverse and forward-looking advice and research, as well as partnerships that enhance Public Service transformation and reform. Creating an enabling environment that nurtures, supports and encourages innovation within the structures and agencies of the South African Government, initiating, implementing and managing self-sustainable innovation projects in partnership with the private sector and other relevant stakeholders, implementing special projects that are mandated by the Minister from time to time. It is the intention to promote re-presentatively in the CPSI through the filling of this position. Applications quoting the correct reference number must be completed on the new form Z83, obtainable from any Public Service Department or on the internet at [www.gov.za/documents](http://www.gov.za/documents). Applications using the incorrect application form (old Z83) will not be considered. Each application for employment form (Z83) must be fully completed (Sections A, B, C & D are compulsory and sections E, F, and G are not compulsory if the CV is attached), signed, and initialled by the applicant. Failure by the applicant to fully complete, sign, and initial the application form may lead to disqualification of the application during the selection process. The application must indicate the correct job title and the department where the position is advertised. An application form must be accompanied by a fully detailed CV only. Only shortlisted candidates will be required to submit certified documents on or before the day of the interview following communication from Human Resources. All shortlisted candidates will be subjected to (1) a practical exercise, (2) Integrity (Ethical Conduct), and (3) will be subjected to personnel suitability checks on criminal records, citizenship or permanent residency verification, financial records, and qualification /study verification, and applicants could also be required to provide consent for access to their social media accounts. Reference checks will be done during the selection process. Correspondence will be limited to shortlisted candidates only, if you have not been contacted within three (3) months after the closing date of the advertisement, please accept that your application was unsuccessful.

**OTHER POST**

- POST 11/01** : **ASSISTANT DIRECTOR: IT SUPPORT REF NO: 0001/2025**
- SALARY** : R444 036 per annum (Level 09). Annual progression up to a maximum salary of R532 602 per annum is possible, subject to satisfactory performance.
- CENTRE** : Pretoria, Arcadia
- REQUIREMENTS** : A Senior Certificate and a 3-year National Diploma / Bachelor NQF in ICT or equivalent qualification at NQF level 6/7. Additional Certification in IT Service support-related competencies, including cloud hosting, is an added advantage. 3-5 years' experience in ICT Service Desk and/or ICT Incident Management, Server support Network administration, and management of infrastructure projects in a public sector environment. Knowledge: Understand ICT Procurement in line with government and SITA processes and prescripts. Technical support, hardware support, and software support. Good understanding of network types including LAN, WAN, and Point to Point. knowledge of Firewalls, Endpoint Security, and Security Gateways. Knowledge of Transversal Systems including an understanding of BAS emulation Servers would be an advantage. Knowledge of Public Service Policy Framework, including CGICTPF (2022), interacting with auditors, managing ICT assets, and supporting innovation projects. Good interpersonal, analytical, problem-solving, initiative, teamwork, and communication skills.
- DUTIES** : Facilitate and coordinate the provision of ICT requests and provide technical support. Facilitate the ICT incident management processes and monitor progress on assigned incidents. Management of in-house Firewall and facilitation of hosted Firewall

Management, including spam and IP filtering. Ensure that SLA targets are met. Ensure that Operational Plan targets are met. Ensure user requests are logged. Manage infrastructure upgrades and projects as needed. This includes the upgrade of the servers and network LAN and WAN. Facilitate the configuration and management of the hosted telephone infrastructure/ PABX service. To support and monitor existing infrastructure networks new and old access points including cabling. To support and monitor existing infrastructure, perform preventative maintenance work, backup, and perform other regular support activities to ensure effectiveness and to provide cover on such tasks when required. Monitor incidents and call resolutions in line with the Service Level Agreements (SLAs). Conduct bi-annual user satisfaction surveys and provide feedback to improve ICT services.

**ENQUIRIES**

:

CPSI: Human Resources Tel No: (012) 683 2800/17