



National Credit Regulator

*The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureaux and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position.*

## Network Infrastructure Support Technician

### Paterson Grade: C-Lower

#### Requirements:

- A suitable candidate should hold a relevant three year degree/national diploma or an equivalent qualification in Information Technology coupled with 3 to 5 years relevant experience in desktop support. Cisco Qualification will be an advantage.

#### Duties:

- Supporting of the ongoing day to day operations of the server and network infrastructure which includes but not limited to, daily server checks, daily backups, pc and desktop user accounts.
- Managing local area network (LAN) maintenance and support.
- Performing first line printers and telephone/telefax support and maintenance.
- Managing and supporting the internal incident management systems for resolving user queries and problems relating to the hardware, networking systems, printers and etc.
- Ensure patch upgrades, upgrade programs in terms of desktop systems, printers, servers and networks are up-to-date.
- Assisting in the disposal for all NCR desktop pc's, printers, communications equipment and servers.
- Providing support for the installation and running of a comprehensive network and infrastructure performance monitoring tool, ongoing capacity planning reviews in line with NCR's needs.
- Assist in developing and maintaining a network and infrastructure access and security policy.
- Assisting in the creation and monitoring of the network and infrastructure risk register.
- Providing ongoing daily, weekly and monthly management reporting on incident status.
- Providing support in the monitoring and management of the NCR internet and email services Configurations.

#### Knowledge:

- Microsoft ® Systems Engineering, Systems Infrastructure Management.
- Microsoft ® Server and Network Architecture.
- Exchange server.
- A+, N+ and MCSE.
- Problem solving skills.

#### Skills:

- Performance monitoring.
- Management reporting.
- Communication skills.

#### Closing date: 12 August 2015

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [Recruitment@ncr.org.za](mailto:Recruitment@ncr.org.za)

**Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.**



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