Durban University of Technology (DUT) is located on the warm east coast of South Africa. It sprawls over seven (7) campuses in tropical and picturesque Durban, and in Pietermaritzburg, with its undulating hills that flow over from the Drakensberg Mountain.

According to our *ENVISION2030* strategy, DUT's DNA has two strands, namely *'people-centred and engaged'* and *'innovative and entrepreneurial'*. These are interwoven intrinsically by a number of double pairs consisting of *'values and principles'* that bind our double-helix together. The extrinsic expression of our DNA is via *The DUT-Way*; which demonstrates our collective character and behaviour.

The University's ultimate goal is to contribute towards improving the lives and livelihoods of all its people, both internal and external. DUT consistently strives towards excellence and greatness in teaching-learning and in research-innovation; something that has been recognized recently when *The Times Higher Education's World University Rankings* placed DUT within the top 500 of universities in the world and within the top 5 universities in South Africa. The enactment of these internationally recognized strengths is demonstrated in our impactful engagement internally and externally in service of our localities, the region and the country at large.

Enterprise IT Infrastructure & Operations

Post: Microsoft Specialist (Ref: C540)

Minimum Requirements:

- NQF Level 6 in ICT or Electronic Engineering plus MCSE
- 5 – 8 years' relevant ICT experience within the Microsoft environments
- Backup, Server and Operations
- Microsoft Applications
- Project Management
- Licensing Requirements

Summary of Duties:

- The need for the development of a control system is identified during operational execution.
- Receive a request for the development of a control system and analyse to determine the requirements the control system.
- Determine dependencies, inter-dependencies, and co-dependencies to other control systems.
- Consult audit findings, where applicable, to determine procedural problems or risk areas.
- Conduct the necessary working groups with the relevant role players to obtain inputs into the draft control system.
- Implement the control system in accordance with Institutional policies and procedures.
- Upload the control system onto the control system database for utilisation by the relevant role players.
- Receive a request for the development of a solution and analyse to determine the nature of the functionality.

- Conduct an impact study to determine the possible effect on the current- and associated systems.
- Obtain approval for the development of the functionality and the necessary acquisitions.
- Compile a functional specification in accordance with the URS • Develop the functionality/solution in accordance with the functional specification.
- Receive and analyse a request to determine the nature and extent of the support to be provided.
- Escalate the problem to the relevant role players for a solution.
- Ensure that escalated problems are resolved within the allocated time frame.
- Test the solution to ensure that the diagnosed problem is resolved.
- Manages relationships with, and regularly assesses needs and views of core customers in the DUT in order to improve the quality and effectiveness of services specifically in the following:
- Ensures efficient up to date and continuous Desktop support service to all DUT Users
- Determines user needs and responds promptly and appropriately, referring when necessary.
- Manages all aspects of users' hardware and software requirements.
- Provides advice and support to other sections of ICT and to DUT staff.
- Service quality must be analysed in accordance with scheduled analysis activities.
- Collect the data from the integrated management systems,
- Distribute the report to the relevant role players and monitor for rectification of problem areas •

Salary: Market related

Contact Person: Miss. BZ Ngcobo
Email Address: HCSRecruitment@dut.ac.za
Status of Position: Permanent

Please complete an **official application for employment form** and send a d**etailed CV**, **copies of ID, qualifications** and **a covering letter** with the **exact name of the post you are applying for** to: HCSRecruitment@dut.ac.za

Kindly note:
Communication will be entered into with short-listed candidates only. Only applications made on our application for employment form would be considered.

Closing date: 21 April 2023 @ 16:00pm

"While DUT strives for equal opportunities, preference will be given to suitable candidates in terms of the University's equity policy" The University reserves the right NOT to make an appointment.