

## DEPARTMENT OF ENVIRONMENTAL AFFAIRS AND TOURISM

Applications must be submitted on form Z83 and should be accompanied by certified copies of qualifications as well as a comprehensive CV in order to be considered, to the Deputy Director-General, Department of Environmental Affairs and Tourism, Branch: Marine and Coastal Management, Private Bag X 2, Roggebaai, 8012, Cape Town.

The National Department of Environmental Affairs and Tourism is an equal opportunity, affirmative action employer. It is our intention to promote representivity (race, gender and disability) in the Department through the filling of this post and candidates whose appointment /promotion/transfer will promote representivity will receive preference. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualification Authority (SAQA). Correspondence will be limited to successful candidates only. If you have not been contacted within 3 months after the closing date of this advertisement, please accept that your application was unsuccessful.

**DIRECTORATE:** INFORMATION TECHNOLOGY  
**DIVISION :** INFRASTRUCTURE AND SUPPORT

**POST :** DEPUTY DIRECTOR: DATABASE ADMINISTRATION (SR12)

**REF. NO. :** MCM 25/2008

**SALARY :** An all inclusive flexible remuneration package of R369 000.00 per annum, conditions apply. The flexible portion of the package can be structured according to the individual's personal needs)

**CENTRE :** CAPE TOWN

**REQUIREMENTS :** A relevant three year IT qualification or equivalent with appropriate experience. Extensive practical knowledge of Oracle Database Administration and Management of Linux and Sun Solaris operating systems. Must have SQL support skills. Extensive knowledge of database backup procedures. Must be strong on Oracle Web Development and Oracle Report writing. Practical knowledge of System Development Life Cycle. Ability to communicate at all levels. Excellent troubleshooting skills and ability to multi-task and work under pressure. Proven project management, analytical and change management knowledge.

**DUTIES :** To support existing database environment (Oracle, Sybase, Microsoft). Creation of additional Databases when required. Overall database management, including troubleshooting, optimization, and monitoring. Administration of Oracle, Sybase and MS SQL Server environment. Implement Backup and Recovery plans and procedures, and perform data recoveries when required. Provide the department with actual design, definition, and proper maintenance of the databases. Defining and preparing of physical data programs. Testing, evaluating and use of data optimization tools for data extraction and reporting. Implementing database definition controls, access controls, update controls, concurrent controls, etc. Monitoring database usage, and performance tuning.

**POST** : ASSISTANT DIRECTOR: HELPDESK OFFICER (SR9)

**REF. NO.** : MCM 23/2008

**SALARY** : R157 686.00 per annum (All inclusive package of R221 566.00 per annum)

**CENTRE** : CAPE TOWN

**REQUIREMENTS** : A relevant three year IT qualification or equivalent with appropriate experience in the IT Helpdesk /Service Desk environment. Thorough knowledge of IT Support dynamics and challenges within public sector. Sound knowledge of hardware, software and network skills. Ability to work under pressure. Good telephone etiquette and a good communicator.

**DUTIES** : Log all calls received within the department, and record them on the electronic logging system with findings and resolutions. Coordinate and prioritize calls as per impact and criticality. Provide 1<sup>st</sup> line support to end-users. Make follow up calls with end users if service provided was efficient. Update the electronic logging system with the possible solutions for basic faults to update knowledge management database. Escalate unresolved calls and update the electronic logging systems. Ensure compliance to all ICT policies, processes and procedures. Produce reports and provide analysis of calls logged. Work closely with the LAN and Desktop Support for 2<sup>nd</sup> level support. Adhere to key performance areas and requirements of SLAs. Help identify IT training requirements of DEAT ( MCM) officials.

**ENQUIRIES** : Mr. K. Pillay Tel. 021 – 402 3161

**FOR ATTENTION** : 6<sup>th</sup> floor Registry: Integrated Human Resource Management

**CLOSING DATE** : 06 June 2008