



Suitably qualified persons are invited to apply for appointment in the following positions

1. OFFICE OF THE CITY MANAGER

INFORMATION MANAGEMENT TECHNOLOGY SUB-DIRECTORATE

1.1 TELECOMMUNICATIONS TECHNICIAN

QUALIFICATIONS: * Diploma or Degree in the field of Telecommunications or Computer Science. Certifications in Electronics *

EXPERIENCE: * Minimum of three (3) years work experience in the field of Telecommunications or Computer Science. Experience working in a team-oriented, collaborative environment *

CORE DESCRIPTION: The successful candidate will be responsible for the following functions:

- Liaise with, and provide training and support to, end users and staff on equipment operation and other issues.
- Conduct testing and development disaster recovery plans to detect faults, minimize malfunctions, and back up systems.
- Assist in developing long-term strategies and capacity planning for meeting future telecommunications hardware needs.
- Assist in developing, implementing, and maintaining policies, procedures, and training plans for telecommunication system's appropriate use.
- Where necessary, liaise with equipment vendors during installations, acquisition negotiations, and hardware performance issues.
- Maintain a current knowledge emerging products, services, protocols, and standards in support of telecommunications equipment procurement and development efforts.
- Install and support telecommunications infrastructure and its associated software, including PBXs, call management systems, voice mail, interactive voice response, and video conferencing systems.
- Configure, test, maintain, monitor, and troubleshoot end user telecommunications hardware, telephony devices, and voice/data hardware products.
- Receive, prioritize, and respond to incoming calls, pages, and/or e-mails regarding equipment and/or connectivity problems.
- Perform on-site analysis, diagnosis, and resolution of complex telecommunications problems for a variety of end users, and recommend and implement corrective hardware solutions.
- Accurately document instances of software or hardware failure, repair, installation, and removal, and other work requests.
- Inspect, test, and maintain telephone lines, circuits, trunks, and associated wiring and cabling.
- Generate telecommunications usage and inventory reports as required.
- Monitor and identify capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems.
- Modify and/or rearrange telecommunications systems to accommodate additional services or changes.

ADDITIONAL REQUIREMENTS:

- Working technical knowledge of PBX, voice mail, interactive voice services, call management systems, and telecommunications accounting systems.
- Strong hands-on knowledge of the installation, implementation, and maintenance of telecommunications equipment, video teleconferencing equipment, and voice/data equipment.
- Working technical knowledge of current telecommunications practices, protocols, and principles.
- Hands-on experience designing, installing, and troubleshooting cabling and wiring systems.
- Working technical knowledge of current network protocols, operating systems, and standards
- Ability to operate tools, components, peripherals, and testing accessories.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Adept at reading and interpreting technical documentation and procedure manuals.
- Strong interpersonal skills, oral communication skills, and proven analytical and problem-solving abilities.
- Strong understanding of the municipality's goals and objectives.
- Ability to conduct research into telecommunications issues and products.
- Strong customer service orientation.

SALARY GRADE: 009

1.2 ASSISTANT TELECOMMUNICATIONS TECHNICIAN [Three (3) Positions]

QUALIFICATIONS: * Grade 12 qualification or equivalent. Certifications in electronic *

EXPERIENCE: * Minimum of two (2) years equivalent work experience *

CORE DESCRIPTION: The successful candidate will be responsible for the following functions:

- Provides hands-on assistance and troubleshoots all phone equipment failures and service issues for all users.
- Provides training and technical expertise on usage of phone equipment and the voice mail system.
- Programs voice mailboxes for individual users and department trees and troubleshoot voice mail issues and system failures.
- Places and evaluates phone and data orders, coordinates and oversees all phone work orders.
- Operates call detail recording equipment and programs for all telephone extensions, departments and budget codes ensuring that phone bills are accurate.
- Audits, sorts and distributes monthly Call Detail reports to all departments.
- Verifies and makes changes to cost allocation reports which are then sent to Accounting for posting of phone charges to all departments.
- Generates a monthly report for all phone work performed and new equipment purchases for the municipality.
- Places phone equipment orders.
- Verifies, organizes and sorts deliveries of computer and telecommunication equipment ordered throughout the municipality.
- Ensures that departmental procedures are followed to track inventory throughout the municipality to provide warranty cross-reference; researches and accounts for any missing items.

ADDITIONAL REQUIREMENTS:

- Work with users in order to promote effective use of the phone system.
- Read and understand technical information.
- Compose training materials for phone/voice mail users.
- Train users in small and large groups.
- Write clear concise documentation.
- Multi-task and meet time-sensitive deadlines.
- Communicate effectively to users and vendors.
- Demonstrate good attention to detail.
- Maintain cooperative working relationships.
- Demonstrate sensitivity to, and respect for a diverse population.
- Use and programming of state-of-the-art telecommunications systems, telecommunications standards, phone billing procedures, accounting policies, computer and telecom purchasing/receiving procedures and the procedural steps necessary to provide the municipality with efficient, and cost-effective phone and voice mail service.

SALARY GRADE: 011/010

The closing date in respect of all positions will be **31 December 2010**. Applicants, who wish to be considered for a post, must post/e-mail/submit their applications and completed, detailed and comprehensive CV's and certified copies of their certificates directly to the address indicated below. The relevant telephone number can be contacted for more information.

Please note that if you do not receive any correspondence from this organisation regarding your application within 30 days after the closing date of this advertisement, you should regard your application as unsuccessful.

GM: Human Resource Management

P.O. Box 3704

BLOEMFONTEIN

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Telephonic Enquiries : 051 – 405 8517 OR e-mail: employ@civic.mangaung.co.za

We thank all applicants for their interest