



Job Title	Junior IT Administrator	Department	IT
Location	Central Applications Office	Province	KwaZulu-Natal
Travel Required	From time to time	Job Grade	
Position Type	Full Time	HR Contract	Temp with the possibility of going permanent
Reporting Line 1	ICT Manager		

Job Description

The purpose of the Junior IT Administrator is to support the ICT Manager and IT Team in all aspects of the I.T functions. Ensure the smooth running of the systems. Take responsibility for delegated duties. Carry out such other duties as may from time to time be required.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- **Minimum qualifications:**
Degree or Diploma in IT at NQF Level 6.

- **Minimum experience**
At least ONE year's experience as an IT administrator.
Understanding of Microsoft SQL and writing SQL queries
An advantage would be Exposure to entry level software development.
Good Communication Skills
Excellent command of the English language (verbal and written)
Proficiency in Basic Excel, Word, Access VBA and PowerPoint
Customer Service orientated

- **BEHAVIOURAL SKILLS**
Approachable
Good listening skills
Team Player
Responsible attitude towards work
Open to constructive criticism
Willingness to learn
Willingness to go the extra mile for the for the Company's betterment and one's own personal development.

- **DESIRED COMPETENCIES**

Passion for IT, Analytical thinking, and willingness to learn for personal and company development.

Approachable and proactive.

Ability to follow instructions and effectively communicate with peers.

Work in team environments and independently.

Must have the ability to multitask.

Attention to detail in presenting data to customers, in a meaningful format.

KEY RESPONSIBILITIES

- **Learn and understand the CAO Application Process**
- **Software Application Support**
- **Report writing and Data Analytics**
- **Design, develop and enhance SQL Queries**
- **Develop Test Scenarios and Participate in System Testing.**
- **System Monitoring**
- **Additional duties**

MAIN ACTIVITIES OF THIS ROLE

1. Learn and understand the CAO Application Process

- How does a learner create an application
- What is required when applying online.
- What happens to the application after it is completed.
- What happens if an application is not completed.
- What communication is sent out to the applicant and at what intervals.

2. Software Application Support

- Troubleshoot and resolve issues with CAO Live.
- Troubleshoot Windows application issues.
- Troubleshoot Microsoft Office Application issues.

3. Report writing and Data Analytics

- Generate and provide Daily Reports
- Check Data before sending it out.
- Review and interpret ongoing business report requirements
- Build appropriate and useful reporting deliverables
- Analyze existing SQL queries for performance improvements

4. Design, develop and enhance SQL Queries

- Pay attention when running queries and monitor database performance.
- Write very specific requirements and confirm them with colleagues.
- Identify shortcomings and system errors and make recommendations for improvement.

5. Develop Test Scenarios and Participate in System Testing.

- Understand the project workflow and relate the same to the requirement
- Identify positive and negative test data using the different types of test case technique

5. System Monitoring

- Check daily communications Report. Report any issues to the IT Team for investigation.
- Check daily bank statements have been loaded.
- Check daily SMS reports and update Admin spreadsheets.

6. Additional duties

- Communicate high level technical information to both technical and non-technical staff.
- **Provide IT support for all functions at CAO.**
- Create and update Facebook and Website Posts.
- Participate in development of information technology and infrastructure projects.
- Make recommendations on updates & upgrades that will enhance CAO's IT Capabilities, including website and software.
- Conduct training programmes, to educate end users on basic and specialized applications.
- Setup external network/computers for functions outside CAO. Example: Career Fairs.
- Setup Training Room & Boardroom Facilities for meetings and training sessions.
- Maintain IT workload statistics & conduct time studies.