5 December 2019

The Public Investment Corporation (PIC) invests funds on behalf of public sector entities including the Government Employees Pension Fund. The organisation is the largest investment manager in the country and the continent. Applications are invited from dynamic individuals for the following challenging position:

Position: Application Support Engineer (Unified Communications)

Job Grade: * D1 – D3

(Ref: APSUEN001)

Salary: All-inclusive remuneration package negotiable

Centre: Public Investment Corporation, Pretoria

Requirements:

- Grade 12
- ITIL certified
- COBIT certification
- Bachelor's Degree in Information Technology field
- 8 years' experience in networking and voice communication systems, with at least 3 years' experience specifically with Cisco VOIP systems.
- Experience with configuring and maintaining LAN, voice, and data networks
- Experience with administering Cisco Call Manager and Cisco Prime
- Experience with introducing new hardware or software into a new or existing environment while minimizing disruption and mitigating risks
- Knowledge of Cisco routers and switches

Duties:

- Day to day operational activities relating to voice infrastructure and client support Configuring and Maintaining of Voice Core Infrastructure.

- Unified Communications applications installation, configuration, maintenance and patching.
- Must be capable of working independently, while at the same time demonstrating a collaborative and collegial work style.

- Act as a second line support to independently analyse, solve, and correct issues in real time and provide end-to-end problem resolution
- Must possess a high degree of accountability, and commitment to meeting customer and management expectations.
- A deep understanding of Unified Communications and Video conferencing, including but not limited to: Cisco Unified Communications Manager, Unity Connection, IMP, Expressways, Jabber Client, SIP, and H.323.
- An understanding of network switching and routing as related to a Unified Communications.
- Hands-on experience with the following products is required: Cisco Unified Communications Manager, Unity Connection.
- Monitor effectiveness and efficiency of existing systems; assist with development and implementation strategies for improving the efficiency, reliability and performance of these systems.
- Ability to analyse network activity and network related issues to discover and prevent systematic errors.
- Recommend and Implement Unified Communications network monitoring software and design changes and enhancement to improve system availability and overall performance.
- Help establish and maintain System Administration standards and procedures and expectations, as part of the deployment of new infrastructure services, systems and technologies.
- Manage escalations of Collaboration and Video issues; prioritize and respond to Service Desk tickets as appropriate.
- Ability to troubleshoot and maintain Unified Communications network environment.
- Ability to act as a resource for problem resolution, solving the most difficult and complicated technical problems in the Unified Communications and Video environment.
- Demonstrated ability to partner across the organization to ensure the delivery of great customer service to users of the UC and Collaboration services.
- Maintain accurate and up to date records of UC software inventory.
- Knowledge sharing by means of training and documentation

Competencies and skills:
- Excellent Good communication Skills

- Ability to handle pressure
- Ability to multi-task

- Problem analysis

- Able to work unsupervised

- Customer focused and team player

- Attention to Detail

- Interpersonal Relations

- Time Management skills and the ability to prioritize tasks

-

With the PIC having topped the R2 trillion marks in assets under management and in the process of entering the global investment market, it is the best asset manager any serious professional would want to be associated with. It is also one of the better places from which one can serve South Africa.

Closing Date: 11 December 2019

PIC is an equal opportunities employer.

Please email a copy of your comprehensive CV to Recruitment1@pic.gov.za

* Grade range is from D1 – D3 commensurate with applicable minimum requirements