



MERAFONG CITY LOCAL MUNICIPALITY

Merafong City Local Municipality hereby invites applications from suitable qualified and experienced candidates for appointment to the following positions:

**DEPARTMENT: CORPORATE AND SHARED SERVICES
INTERNAL/EXTERNAL JOB POSTING**

POSITION : IT TECHNICIAN / SYSTEMS ANALYST
SECTION : ICT
VACANCY : x2
REFERENCE NO : ITSA1/06/26
REMUNERATION : In accordance with a Job Level 6 of Merafong City Local Municipality (R 452 056.66 – R 473 563.76 R 496 150.28 per annum, excluding benefit)

REQUIREMENT: Grade 12 • Degree or Diploma in Information Technology, Computer Science, Information Systems, or a related field. • CompTIA A+, Network+, Microsoft certifications, ITIL, or CCNA. 3 – 5 years in IT support, networking, systems administration, or systems analysis. • Computer hardware and software support, Network administration (LAN/WAN), Microsoft Windows and Microsoft 365, Server and database management, Troubleshooting and system maintenance Voice Over IP VOIP experience. • Valid drivers license.

REQUIREMENTS: Collecting and documenting business requirements through interviews, surveys, and workshops with stakeholders to understand pain points, desired functionalities, and operational goals. • Mapping existing workflows, identify inefficiencies, and propose improvements or automation opportunities to optimize processes. • Assessing the technical, operational, and economic viability of proposed solutions to ensure they are practical and cost-effective. • Collaborating with developers and designers, system analysts create system specifications, define architecture, and outline functionalities to guide implementation. • Coordinating development efforts, monitor timelines, manage risks, and ensure projects adhere to budgets and quality standards. verifying that systems function correctly, meet requirements, and comply with quality standards. • Developing training materials, user manuals, and guides to ensure end-users can effectively operate new or updated systems. • Post-implementing, system analysts monitor system performance, troubleshoot issues, and recommend enhancements to maintain efficiency and reliability. • Acting as a bridge between business users and technical teams, system analysts translate business needs into technical specifications and ensure alignment between IT solutions and organizational objectives.

COMPETENCIES : Good communication and problem-solving skills • Knowledge of IT security and data protection • Knowledge of government/municipal systems is an advantage.

POSITION	: ASSISTANT SYSTEM ADMINISTRATOR
SECTION	: ITC
REFERENCE	: ASA2/06/26
REMUNERATION	: In accordance with Job Level 8 Of Merafong City Local Municipality (R 336 118.59 – R 353 172.38 – R 371 124.61 – R 389 968.79 excluding benefits)

REQUIREMENTS: Grade 12. • Certificate or Diploma in Information Technology, Computer Science, Network Administration, or related field. • Certifications **(Advantageous):** CompTIA A+ , Network+ , Microsoft Certified credentials, Cisco CCNA , ITIL Foundation. Knowledge in IT security and access control, system monitoring and performance management and cloud services (advantageous). • 1–3 years in system administration, IT support, or network management. • Skills in Windows Server and Linux administration, Active Directory and user account management, Microsoft 365 administration, Network configuration and troubleshooting, Backup and recovery procedures and Hardware and software installation and maintenance. • Valid driver's license is an added advantage.

RESPONSIBILITIES: Providing entry-level support to the systems administration team. • Handling tasks such as user account management, hardware provisioning, and helpdesk escalations. • Assisting in installing, configuring, maintaining, and upgrading operating systems and software, ensuring connectivity and compatibility between systems. • Monitoring system performance, applying patches to test systems, verifying backups, and updating asset management databases. Supporting administrators in troubleshooting technical issues and maintaining IT infrastructure stability.

COMPETENCIES: Problem-solving and analytical skills • Good communication and customer services • Ability to work under pressure and meet deadlines.

POSITION : ASSISTANT ICT TECHNICIAN
SECTION : ICT
VACANCY : X2
REFERENCE NO : AICT3/06/26
REMUNERATIONS : In accordance with Level 8 of Merafong City local Municipality
(R 336 118.59 – R 353 172.38 – R 371 124.61 – R 389 968.79 per annum excluding benefits)

REQUIREMENTS: Grade 12 • Certificate in ICT/IT, Diploma in ICT/IT will be an added advantage or related field. • 1 – 2 years' IT support experience. Knowledge of computer hardware, software, and networking. • Experience with Microsoft Windows and Microsoft 365. • Ability to troubleshoot and resolve technical issues. • Good communication and customer service skills. • Basic understanding of ICT security practices. • Valid driver's license is an advantage

REQUIREMENT: Providing technical support to employees. Assisting with network connectivity problems, and resolving user inquiries. Maintaining and updating computer systems and software applications. installing updates, patches, and new software, as well as performing regular system backups to prevent data loss. Scheduling routine maintenance checks to ensure that all systems are running optimally. setting up new computers, configuring peripherals (such as printers and scanners), and replacing faulty hardware. Tracking hardware assets and ensuring that equipment is properly maintained. Providing training to employees on how to use software applications and hardware effectively. Creating user manuals, conducting training sessions, or offering one-on-one support including workshop to familiarize staff with its features and functionalities. Assisting with network management tasks, such as monitoring network performance, troubleshooting connectivity issues, and ensuring that security protocols are followed. Keeping accurate records of technical issues, solutions, and system configurations is vital for effective IT support. Documenting their work, which helps in tracking recurring problems and streamlining future troubleshooting efforts. Assisting in larger projects, such as system upgrades or migrations, by providing support and input based on their interactions with end-users.

COMPETENCIES: Problem-solving and analytical skills • Good communication and customer services • Ability to work under pressure and meet deadlines

POSITION : OFFICE ADMINISTRATOR / HELPDESK

SECTION : ICT

REFERENCE NO : OAH4/06/26

REMUNERATIONS : In accordance with job Level 7 - 6 of Merafong City Local Municipality (R 399 738.29 – R 420 088.45 – R 441 492.15 – R 452 056.66 – R 473 563.76 – 496 150.28 per annum excluding benefits)

REQUIREMENTS: Grade 12 (Matric). •Diploma in Business or Public administration or IT qualifications (advantageous). • 1–2 years' experience in administration or helpdesk support, Proficient in Microsoft Office. • Strong communication and customer service skills. Ability to manage records, schedules, and support requests. Basic IT troubleshooting and helpdesk knowledge.

RESPONSIBILITIES: Managing the helpdesk and keeping helpdesk register so that queries can be logged and attended to in good time. Maintaining an up to date, comprehensive database of all IT suppliers and ensure that all MCLM IT procurement procedures for IT suppliers registration on our database are always followed. Providing Software Licensing and repository maintenance support. Maintain an accurate record of all IT assets. Providing SLA administration to the department. Coordinating the User change control environment. Providing IT Server Administration to the department. Coordinating all IT meetings and functions. Assisting in Application support. Maintaining a database of all support solutions intelligence. Maintaining all intranet and data repository.

COMPETENCIES: Problem-solving and analytical skills • Good communication and customer services • Ability to work under pressure and meet deadlines

Please note that within the framework of Council' Employment Plan and in promoting Gender Equality – people living with disability, female previously disadvantaged candidates are especially encouraged and invited to apply.

