

Software Distribution Technical Specialist (Level 3)

T-Systems SA (Pty) Ltd

Job ID:	103198
Country:	South Africa
Location:	Midrand
Region:	Gauteng
Employment Type:	Full Time - Regular
Job Level:	Professional
Languages Required:	English
Experience Required:	5 years and more

Job Description

Main Purpose: As part of “continuous improvement” the maturity level of the existing products requires constant enhancement. In addition the T-Systems service offerings to our clients are constantly expanded through new solutions and offerings to keep the T-Systems offering market relevant and best of breed.

Description of responsibilities:

- Design, communicate and implement Workspace Management solutions to existing and new clients
- Implement, configure, maintain and continuously enhance workspace management toolsets such as the Microsoft Systems Centre Suite (focus on Configuration Manager), ASG Cloud Factory/Cockpit, Citrix and future related tools.
- Technical interpretation of business requirements and processes to align with system design
- To effectively facilitate the environment for technical testing and research for Proof of Concepts, System upgrades and service improvement
- Implementation of “best practices” (technical operational standards) in day-to-day operations
- Development and implementation of automation scripts, utilities and reports to enhance maturity of environment
- Initiate Research & Development projects on new workspace management products to determine benefits and business fit
- Identify and participate in developing integration layers with other workspace management toolsets
- Establish, enhance and drive daily health checks and configuration changes and participate in 3 rd level stand-by to enhance performance and stability
- Own the technology feedback and information sessions to appropriate forums (clients & team)
- Contribute to the technical engagements with international Global Delivery Unit within CCS
- Identify potential points of failure, drive areas for improvement and identifying pain points and bottlenecks
- Create and drive the implementation of recommendations in regards to process changes based on the needs of the business and/or product direction
- To effectively initiate Proof of Concepts and Projects in order provide new solutions (Solution Crafting)
- Managing projects related to Workspace Management
- Primarily responsible for Problem/Change Management
- Lead the P1/P2 incident resolution, including difficult and advanced incidents (escalation point for L2 to L3) including RCA
- Non-standard request execution

Examples of accountability: System Health/Baseline Compliance, Audit Compliance, Meetings/Workshops, Project Work, system build templates, Documentation, Scripting, RCA (L2 to supply support)

Job requirements

Qualifications and experience required:
 Matric (NQF3) compulsory
 Tertiary IT qualification (Degree, Diploma, MCSE, etc.) an advantage
 Proven Workspace Management toolset technology experience (CM2012 Certification required)
 Proven ability to coordinate resolution of issues on a subarea / area / client
 At least seven years' computing experience (MS Wintel, MCP, MCSE)
 Development and scripting experience an advantage (e.g. Perl, Php, Shell scripting, VB/.Net, Java scripting)
 Microsoft SCOM experience an advantage
 Good working knowledge of Networking - TCP/IP (Configuration of Client, Client Troubleshooting)
 SQL Server Administration – optional
 Define operational documentation and processes
 <u>Key competencies:</u>

 Knowledge
 Skills
 Personal attributes
 Active Directory Infrastructure
 Configuration Management Toolset SCCM – CM2012
 Knowledge of information and telecommunications technology, current and emerging trends
 Thorough knowledge of workspace management toolsets, solutions and industry trends
 Aligning business process with technology
 Knowledge in systems and project management
 Ability to construct professional quality documentation
 Sufficient knowledge of IT operations, responsibilities, work flow processes and procedures in order to resolve most inquiries independently.
 Proficient in Incident, Problem, and Change Management.

 Supporting and Co-operating
 Analysing and interpreting
 Interfacing Reporting
 Creating and Conceptualising
 Organising and Executing
 Communication - Communicates effectively, both orally and in writing, with colleagues and encourages open communication.
 Initiative – Shows initiative and makes time available to ensure general technical competencies and specializations are kept up to date and in line with business developments
 Presentation Ability – Is fully capable of preparing, organizing and giving presentations using appropriate tools and techniques in both written and oral modes
 Builds relationships – The ability to build and sustain relationships with key individuals on the basis of openness and trust
 Planning – The ability to plan work in order to ensure the effective and efficient rendering of service. Implements, monitors and evaluates new and existing processes to test if the business goals are met
 Problem Solving skills
 Facilitation skills

 Deciding and Initiating Action
 Delivering Results and Meeting Customer Expectations
 Applying Expertise and Technology
 Following Instructions and Procedures
 Coping with Pressures and Setbacks
 Planning and Organising
 Adhering to Principles and Values
 Professional – Reaching such work standards that your behaviour reflects the principles, practices, skills, character, methods and code of conduct expected of you
 Pro-active orientation and thought leadership – The ability to look for, gather and process relevant information to answer particular business questions, to be innovative and creative in identifying opportunities and to take appropriate action
 Dedication – The ability to complete assigned tasks to agreed specifications. Deals with fluctuating workload to meet deadlines through dedication, tenacity and in spite of difficulties
 Team working – The ability to achieve objectives and results by bringing together and working effectively in diverse groups.
 Independent – The ability to progress with work in an independent manner

T-Systems SA (Pty) Ltd

About T-Systems Our journey into the South African ICT market starts just three years after the birth of our democracy. In 1997, T-Systems International, a subsidiary of Deutsche Telekom invested in South Africa bringing expertise, innovation and intellectual property of a global ICT provider. We are a company that transform our clients and our country by delivering innovative “ICT that Works”, in South Africa and for South Africa. We are entrusted to run

our clients' most critical ICT networks, applications and systems. Industries Our local clients include leading private and public-sector organisations across the following sectors: <ul class="rte--list" style="border: 1px solid black; list-style-type: none; list-style-position: outside; margin-bottom: 0px; margin-left: 0px; margin-right: 0px; margin-top: 10px;"> <li style="border: 1px solid black;"> Automotive and manufacturing <li style="border: 1px solid black;"> Insurance <li style="border: 1px solid black;"> Healthcare <li style="border: 1px solid black;"> Mining <li style="border: 1px solid black;"> Retail We understand the needs of local clients, they want the benefits of mobility, big data, apps, cloud computing and collaboration, while also managing the risks introduced by these new disruptive technologies and ways of working. With the expertise and research of our parent company, we can quickly get up to speed in offering these new innovations and global best practice capabilities. Our strategy has evolved in line with industry trends towards in-sourcing and the commoditisation of certain ICT services. While retaining the best of our traditional approach to enterprise technology – which is about accuracy, efficiency, stability, and scalability, we have also integrated a new approach, which is all about agility, speed and innovation.

Your opportunity

 T-Systems South Africa is a Level 1 B-BBEE Contributor. Candidates who meet the Organisation's BBBEE requirements will receive preference during the recruitment process.

Contact

T-Systems SA (Pty) Ltd

<http://www.t-systems.co.za/tsi/en/99626/Homepage/Career/WorkingforTSystems>