



Road Traffic
Management Corporation

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Private Bag X147
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The Road Traffic Management Corporation (RTMC)
is an Agency of The Department of Transport and a
Member of the United Nations Road Safety Collaboration

Senior Facilities Server Administrator

Ref No. RTMC/RMI/SFSA/2020

Package: Negotiable

Purpose: The Senior Facilities Server Administrator is responsible for the implementation and maintenance of the Operating System Server environment in the Road Traffic Management Corporation. The incumbent in this role is also responsible for fault findings exercises and ensuring the implementation of the IT business continuity plan.

Requirements: •Matric Certificate (NQF Level 4) •Certification as a Server Engineer (Essential) •3 – 5 years' experience in Microsoft Server Support and Applications (Essential) •Active Directory experience (Advantage) •Microsoft Exchange (Advantage) •Network administration (Advantage).

The successful candidate must have the following attributes and competencies:

•Accountability and ethical conduct •Quality oriented •Judgment •Deadline-orientated
•Analytical ability •Task oriented •Results Driven •Organisational values and quality
•Professionalism •Attention to Detail •Confidentiality •Integrity.

Duties: •Deal with RTMC concerns, clarify objectives and requirements through communication initiatives •Assist in the investigation of RTMC challenges and queries and facilitate the resolutions thereof •Prepare and finalise tasks schedules for client review •Conduct meetings with all stakeholders and suppliers when required •Identify potential changes to SLA's with suppliers and discuss these with suppliers •Liaise on a regular basis with all stakeholders and suppliers and ensure that relationships are maintained •Investigate problems and find suitable solutions •Take the appropriate actions and implement/address with teams/individuals •Ensure that customer complaints are dealt with and resolved within all set RTMC policies and procedures •Ensure that all service providers follow set RTMC policies and procedures •Ensure compliance with all legislative and regulative requirements •Deliver optimal customer service to internal and external customers that adds value to the



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Board of Directors: Mr Z Majavu CD(SA) (Chairman), Ms P Manqele, Ms T Mdlulwa, Mr T Kgomo, Prof. M Mphahlele, Ms T Thankge, Dr E Thebe, Adv. J Makgatho*

Chief Executive Officer: Advocate MS Msibi

Company Secretary: Ms S Petse

*Departmental Representative

business and generates a low rate of complaints from customers •Deal with customer complaints quickly and effectively •Ensure regular communication with customers •Share customer feedback with team members to ensure customer service is improved •Assist with the development of server related processes and procedures •Provide solutions and enterprise architecture improvements •Identify solutions to improve productivity and create ease of use for company employees •Identify relevant tools for use in the Corporation, e.g. resetting of passwords •Research new and current technologies •Implement, configure, support and administer Active Directory (including DNS, DHCP etc.) •Implement, configure, support, administer and enhance Microsoft Exchange •Implement, support, administer and enhance Company backups processes •Test and restore backups •Test and install windows patches on Operating System servers •Coordinate and ensure compliance to Company group IT Active Directory policies •Implement, configure, support, administer and enhance Company Anti-Virus tools •Proactively monitor and keep track of server performance •Run reports and ensure that servers are running optimally •Deal with any inconsistencies and issues •Schedule and implement the approved server upgrades •Monitor the Operating System and external application licence usage and expiry dates •Engage with service providers to determine best licencing model/s •Log and implement changes •Compile relevant IT Service Management reports •Provide technical advice to new projects •Work with external vendors / service providers for hardware/software upgrades •Offer mentoring to the IT Technicians and service desk support teams •Assist IT Technicians with complex •Remain up to date with relevant market trends and incorporate information into your work to add value •Ensure that opportunities are taken on with a “can-do attitude” and with a focus on continuous learning.

To apply please submit a letter of application (no prescribed template), accompanied by a recent Curriculum Vitae as well as certified copies of qualifications, identity document and driving license. **Applications must be forwarded via email to: rtmc@miltonresourcing.co.za. Candidates are requested to clearly indicate the reference number for the position they are applying for on the email. Candidates should also note that detailed information on the jobs is available on the RTMC website under vacancies.**

NB: Persons with disabilities are encouraged to apply



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A handwritten signature in black ink, appearing to read 'M. Petse', is located in the bottom right corner of the page.

The RTMC reserves the right not to make an appointment. Due to the large number of applications we envisage receiving, applications will not be acknowledged. If you have not received any response from us within 3 months, please consider your application unsuccessful.

Enquiries: Ms. N Thobela (012) 999 5200

Closing date: 10 November 2020 at 16:30

NB: No late applications will be accepted.



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