

Whizants

<https://whizants.co.za/job/technician-monitoring-surveillance/>

Technician: Monitoring & Surveillance

Description

To drive automation and to standardise and rationalise monitoring and management tools across the entire infrastructure estate. To provide input on best fit-for-customer engagement in support of customer satisfaction.

Minimum Requirements

- Relevant Degree (NQF 7) in Information Technology or Grade 12 (NQF 4) with relevant IT
- 1-2 years' experience in infrastructure solutions, Business or related specifically monitoring and surveillance
- Knowledge of IT Solutions; Budget Management, Contract and SLA, Management; Project Management and Relationship Management

Key Deliverables

- Assist with the maintenance and development of tool sets in alignment with high levels of quality,
- standards and operability as defined within negotiated and agreed service level agreements, service level
- parameters or contracts.
- Coordinate the resolution of escalated incidents and monitor post-resolution follow-ups to ensure issues
- have been adequately addressed.
- Provide input into the implementation of processes and procedures to deliver on monitoring and
- management of the technical environment.
- Participate into multiple, large-scale, concurrent projects to successful completion in accordance with
- scope, budget and service level agreements.
- Collaborate optimum engagement between and within divisions and establish and enhance
- relationships and network with strategic partners, customers and vendors in support of market
- dominance.
- Lead and promote a culture of performance excellence, employee engagement, innovation and
- transformation

Competencies:

- Developing Strategies
- Directing People
- Exploring Possibilities
- Interacting with People
- Making Decisions
- Pursuing Goals
- Producing Output
- Upholding Standards

Rate

Market Related

Duration of employment

Permanent

Industry

Information Technology

Job Location

Midrand