VACANCY

Postbank
Your Bank

JOB TITLE	: SYSTEMS ADMINISTRATOR: 365 SUITE/EXCHANGE
REPORTS TO	: MANAGER IT INFRASTRUCTURE
BUSINESS UNIT	: IT
LOCATION	: HEAD OFFFICE: PRETORIA
POSITION STATUS	: PERMANENT
POSITION GRADE	: C5

Purpose of the Job

The person in this position will provide end to end administration and maintenance of Microsoft 365 Teams and related applications, including SharePoint on-line and technical Issues and requests for Microsoft 365 Teams and related applications.

Job Responsibilities

- Provide professional and proactive administration for Microsoft 365 Teams and related applications available in the Azure platform.
- Develop and implement changes.
- Champion Microsoft 365 Teams based solutions embracing new functionality and increasing user adoption.
- Manage risks and adhere to process, to ensure a reliable and controlled IT service delivery.
- Collaborate with Records Management & other business stakeholders to maintain MS Teams governance, in line with the business requirements and implementing system functionality where required.
- Liaise with internal customers to ensure that business requirements of the application are fulfilled.
- Contribute to the development of processes and standards for M365 Teams delivery.
- Support patch and release management by installing monthly Microsoft security patches, hot fixes, and anti-virus updates.
- Evaluates and qualifies third-party products (including content filtering, fax gateways, backup solutions, archiving, to meet business requirements
- Works with systems engineers for upgrades to operating systems, hardware
- Provide support services for systems administration, networking, system-level storage management, performance tuning, monitoring, and capacity planning.
- Monitor Exchange message queues, resolve non-deliveries, and perform message tracking and record status/findings in daily operations log.
- All the above roles interface with:
  - Change Management
  - Problem Management
  - Incident Management
  - Release Management
  - IT Production Services
  - IT Applications support
  - Project teams

Qualifications and Experience

- Relevant Degree or Diploma in Information Technology NQF Level 6/7
- MCSE
- ITIL Certification
- 3 - 5 years' experience with Microsoft Technologies and IT Support
- Experience providing archive solutions.
- Microsoft 365 certification, with demonstratable experience delivering Microsoft 365 teams' solutions in a fast-paced environment.
- Relevant experience of in MS Exchange
- In-depth Knowledge of Active Directory and Exchange in an Enterprise environment would be a necessity.

Knowledge and understanding of:

- Maintain a comprehensive Exchange disaster recovery plan and previous field experience.
- Good knowledge of other e-mail technologies
- Good knowledge of Message Tracking and Log Analysing

Skills and Attributes

Excellent computer literacy skills, ability to liaise with stakeholders. planning, organising, co-ordination, control, facilitation, strong interpersonal skills, strong verbal and communication skills (read, write, speak), Ability to prioritise tasks, sound reasoning and thinking, problem-solving, persuasiveness, ability to work independently, analytical, accuracy conceptual, able to work under pressure and handle stress, sense of urgency, initiative, meticulous, self-motivated, output and deadline driven,

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to recruitmentSN@postbank.co.za Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

01 March 2024

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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