



STELLENBOSCH
STELLENBOSCH • PNIEL • FRANSCHHOEK

MUNICIPALITY • UMASIPALA • MUNISIPALITEIT

**ICT ADMINISTRATION OFFICER
INFORMATION COMMUNICATION TECHNOLOGY
CORPORATE SERVICES
REF: CS/ICT/SYS/06**

Minimum Requirements: Grade 12 • Certificate in Information Systems • Computer literacy • Minimum of 2 years' relevant experience in ICT end-user and desktop support.

Other Requirements: Good communication, interpersonal and human relations skills • Knowledge of computer networks, hardware, software, storage, virtualisation and peripheral devices • Attention to detail • Ability to work under pressure and display initiative • Problem-solving skills • Willingness to work longer hours, overtime and weekends when required • Proficiency in English (written and spoken); proficiency in a second official language of the Western Cape (Afrikaans and/or Xhosa) will be an added advantage Should have report writing skills.

Responsibilities/Duties: End-user support: Provide ICT helpdesk services to all users within the Municipality • Receive and prioritise end-user support calls and requests • Troubleshoot problems with remote and local users online, telephonically or at user sites, to analyse, diagnose and resolve application and operating system problems • Guide new users on log-on procedures and the tools and capabilities of associated packages • Investigate and resolve helpdesk calls, events and incidents, or escalate them to the relevant technician • Give approved users access to equipment and ensure there is no duplication of IP addresses • Update telephone user details, extensions, call forwarding and voicemail on the Mitel VoIP phone system, and clear VoIP connectivity problems • Support the ICT network, peripheral devices and connectivity • Ensure that agreed service levels for support, equipment and software are adhered to • Technical operational functions: Manage projects for the roll-out of networking and desktop equipment and for upgrades of equipment and software • Repair faulty equipment, operating systems and end-user applications • Set up mobile devices on municipal Wi-Fi • Configure users and equipment on the cabled network • Troubleshoot LAN and WAN problems by resetting network equipment • Install, configure and set up new equipment, including user creation and application installation, and upgrade existing equipment and software • Install network equipment and link it to the network • Configure (image) standard equipment, and design and standardise desktop and notebook images • Manage bulk upgrades and replacement of computer equipment • Implement standard equipment security technology and keep equipment up to date with the latest releases, patches and security requirements • Advise procurement on technology standards and compatibility • Repair and build Ethernet cables • Arrange the replacement of faulty equipment • Provide input into processes that improve operational service delivery • Preventative maintenance: Identify common root causes and resolutions and document procedures for the knowledge base • Monitor the Wide Area Network, radio links, switches, critical server utilisation, bandwidth and peripherals using real-time monitoring software, to pre-empt failure • Identify risks and mitigation measures and report them to the immediate superior • Communication and continuous improvement: Advise management on emerging trends, solutions and policy requirements in desktop computing and networking • Communicate with end-users and suppliers on the use, configuration, implementation and upgrade of equipment and software • Provide end-user training on computer and mobile equipment and on security awareness • Identify fault trends and design resolutions • Liaise with suppliers on installations, procurement and repairs • Reporting and administration: Maintain a filing system and accurate records of memoranda, access requests, licence agreements, orders and quotations • Administer User Access Request Forms in line with ICT procedures • Submit requests for ICT equipment to procurement, and obtain quotes for network point installations, printer services and repairs • Capture monthly standby hours for processing by the salary section • Implement and monitor elements of the ICT policies and report on compliance • Maintain a portfolio and asset register of all hardware and software licences in use.

Added Advantage: Valid Code B driver's license • An ICT related 3-year qualification and / or post qualification / graduate experience will serve as added advantage.

Job related enquiries: Mr Regan Mooideen 021 808 8559

General Enquiries: Ms. Lucretia Koegelenberg 021 808 8102 or Ms Evan Williams 021 808 8059
or Ms Lisa Patience 021 808 8064

Salary: R 316 120,27 – R 410 317,02

Plus Benefits

Applications, clearly marked and accompanied by the application form, a comprehensive CV, certified copies of qualifications, licenses and the details of contactable referees, must be emailed to the Human Resource Management Services at Stellenbosch Municipality at the following email address specifically linked to the above Directorate: corporatejobs@stellenbosch.gov.za

Your application must be completed on an official application form of Stellenbosch Municipality and will not be considered if not submitted. Application forms can be found on the Stellenbosch Municipal website <https://stellenbosch.gov.za>

Applications for the above-mentioned vacancy must be sent via the given email. If not, it will not be considered. No hand-delivered or posted applications will be considered.

Please note: By applying for this position, the candidate consents to verification checks of qualifications, criminal records and must be willing to be subjected to a rigorous evaluation process. Receipt of applications will not be acknowledged and no supporting documentation will be returned. Canvassing with Councillors or any other decision-maker/ member of the Selection Committee, is not permitted and proof thereof will result in disqualification of your application.

Closing date: 07 October 2026



Stellenbosch Municipality is an Equal Opportunity employer. Appointments will be made in accordance with the Municipality's approved Employment Equity Plan (EE Plan) in terms of section 20 of the Employment Equity Act 55 of 1998. Candidates from the designated groups, especially those with disabilities, are encouraged to apply. Candidates are encouraged to self-identify their designated group status on the application form. If you do not hear from us within ten (10) weeks of the closing date, please regard your application as unsuccessful. For more details on vacancies, visit our website www.stellenbosch.gov.za The Council reserves the right not to make an appointment and to add/amend/change the salary package.