



CITY POWER WORKPLACE

City Power Johannesburg SOC Limited is a municipal entity wholly owned by the City of Johannesburg. City Power commenced operations on 01 January 2001 and is responsible for electricity distribution within its area of supply in the City of Johannesburg.

Enterprise Support Group

Specialist Voice (X1) Ref: 005

TASK Grade 11

Reporting to – Senior Technical Analyst ICT Network

Purpose

Set up, support, and maintain local area networks (LANs), wide area networks (WANs), and other networking systems. Install network-related software programs. Provide design and ongoing support and maintenance of network and voice infrastructure across City Power.

Key responsibilities

- Provide hands-on assistance and troubleshoots all phone equipment failures and service issues.
- Provide training and technical expertise on usage of all phone equipment and facilities.
- Program telephone facilities for individual users and departments.
- Place and evaluate phone orders, coordinate and oversee all phone work orders, issues and system failures
- Operate call detail recording equipment and programs for all telephone extensions, departments.
- Maintain and implement telecommunications operational procedures and budget codes ensuring that phone bills are accurate.
- Places phone equipment orders.
- Order and install of telecommunications and data systems equipment and cabling.
- Research, analyze, troubleshoot and resolves telecommunications related problems.
- Install telecommunications equipment and provides support for handsets, voicemail and new/emerging telecommunications-related technology.
- Keep asset register for inventories telecommunications equipment.
- Install, maintain, and repair distribution racks, interconnecting and distribution cables, terminals and wiring on a variety of signaling and communication systems.
- Verify, organize and sort deliveries of telecommunication equipment ordered.
- Ensure that tools and test equipment is kept in good working condition

- Diagnose fault causes (cabling, PBX, telephone, multiplexer interface).
- Assist with re-routing of functions carried through the copper or fibre optic cables of the communication system in order to restore communications following faults or as part of planned outages.
- Extension and modification of cabling systems.
- Update of PBX configuration data of extensions in order to provide required facilities.
- Update of user details on voicemail and telephone management systems.
- Provide PA system services to the business.
- Practice safe work procedures to minimise accidents and danger to others, compliance with OHSA.
- Ensure good housekeeping of all facilities
- Conducts site surveys and meets with other department contacts to plan and coordinate new and upgraded cabling and telecommunications equipment for small or basic systems.
- Responds to emergency calls in the event of a system failure.
- Confer with representatives of departments, telephone utility companies, and telephone service vendors regarding service, repair, adjustments, costs, corrections in service or billing, and the installation and removal of equipment.

Competencies

Behavioural Competencies

- The ability to exhibit courage and resilience when confronted with issues, opposition, ethical dilemmas or failures.
- The ability to demonstrate commitment to City Power's core values and principles.
- The ability to emphasise collaboration, teaming, and cooperation in operations.
- The ability to feel pride and ownership for the success and brand of City Power.

Functional Competencies

- The discovery and communication of meaningful patterns in data by using systems thinking to investigate the complex relationships between seemingly unrelated data sets.
- Knowledge and ability to evaluate, negotiate, procure, track, and manage IT assets including software licenses and computer leases.
- Modelling ability that is used to integrate and transform fragmented organisational systems, applications, work processes and organisational structures into a holistic reflection of the business environment, helping management to be responsive to industry wide challenges and change.
- Knowledge and ability to ensure there are adequate technical and departmental safeguards to protect the continuity of IT infrastructure services by the implementation of IT security principles, methods, practices, policies and tools that are used in securing IT resources including information and operations security, physical security, department continuity/disaster recovery planning, methods to deal with security breaches and security assessment in a technical environment.
- The study or use of systems for storing, retrieving, and sending information. Ability to prioritise and approve City Power investment in information technology (IT) applications and systems.
- Provides direction and guides on Infrastructure and technical services related project programmes through the effective planning, management, monitoring and evaluation of specific activities in order to ensure effective development and execution of programmes/ projects.
- Knowledge and ability to apply architecture theories, principles, concepts, practices, methodologies and frameworks.

Minimum qualifications

- National Diploma in Electrical Engineering (Light Current)

Minimum Experience

- 5 years' experience in installation/ maintenance and repair of telephone systems

In case of further information regarding this advertisement (circular 005/2019; Ref 005), please contact:

Team: Talent Acquisition Tel (011) 490 -7398/ (011) 490-7103/ (011) 490-7394 / (011) 490-7099

Kindly forward your detailed CV's via **E-MAIL:** recruitment.enterprisesupport@citypower.co.za by no later than 20 August 2019 13h00

Note:

- City Power is an Employment Equity Employer; therefore preference for this position will be given to candidates whose appointment will enhance representivity (especially Gender and Disability). If you do not hear from us within 2 months of the closing date, you may assume that your application was unsuccessful.
- Applicants must note that further checks will be conducted once they have been shortlisted and that their appointment will be subject to positive outcomes on these checks, which include qualification authentication, criminal records and previous employment.
- City Power reserves the right not to fill the position or to re-advertise it. Where applicable, candidates may be expected to undergo psychometric assessments.
- It is the applicant's responsibility to have their foreign qualifications evaluated by the South African Qualifications Authority (SAQA) and to provide the evaluation results.
- Please include copies of your qualifications with your application.
- No walk-ins for this advert only emailed and faxed CV's will be acceptable.