



The National Energy Regulator of South Africa (NERSA) is a regulatory authority established as a juristic person in terms of section 3 of the National Energy Regulator Act, 2004 (Act No. 40 of 2004). NERSA's mandate is to regulate the electricity, piped-gas and petroleum pipeline industries in terms of the Electricity Regulation Act, 2006 (Act No. 4 of 2006), the Gas Act, 2001 (Act No. 48 of 2001) and the Petroleum Pipelines Act, 2003 (Act No. 60 of 2003). The structure of the Energy Regulator consists of nine members, five of whom are part time and four, full time, including the Chief Executive Officer (CEO). The Energy Regulator is supported by a secretariat under the direction of the CEO. NERSA wishes to recruit personnel with appropriate competencies in the following areas:

ICT Support Technician (Server and Network Administration)

Department: Information and Communication Technology

Package: R494 399.00 – R694 340.00 per annum (CTC)

Reference: HR06/26

Requirements: * A National Diploma in Information Technology or Computer Science as recognized by SAQA * Minimum of three (3) years' experience in Server and Network Administration.

The candidate must be competent in the following: * Analytical Skills * Good Communications Skills * Interpersonal Skills * MS Windows server, client and MAC client operating systems * MS Office * Knowledge of Exchange Server, Active Directory, DNS, DHCP, WIFI * IT best practice and procedures * Working knowledge and understanding of desktop, laptops, printers, servers, networks, and configuration thereof * Experience and working knowledge of ITIL processes * Software, hardware and TCP/IP troubleshooting * Excellent technical knowledge of computer hardware * Windows 10 or latest support experience * MS Office 2016 or latest support experience * Working knowledge of SMS, AD, Exchange 2016 or latest and remote control tools.

Purpose: Reporting to the ICT Infrastructure Manager, the incumbent will be responsible for administration, monitoring and management of the servers and network, in terms of the server operating systems and capacity management, and IT systems security management. IT infrastructure level applications management, maintenance of the system configurations and reports thereof, management and maintenance of server room, network coms rooms including the provision of backup and restoration of data and information.

Key responsibilities: the successful incumbent must: * Ensure compliance with relevant IT policies and procedures and including requirements of the IT SLA * Design, install, support and maintain Hyper-V system * Establish and ensure high availability of systems * Deploy server and network hardware * Provide hardware support for servers and network devices * Providing operating system support for Windows servers 2010 or latest and application support * Design, install, support and maintain firewall and VPN infrastructure, Exchange 2016 or latest Active Directory SQL Server 2016 or latest * Backup and restore of data using Veeam Backup and Replication or latest * Maintain related documentation of the infrastructure * Manage IT asset life

cycle from procurement to termination of IT assets * Provide efficient support within agreed time frames * Devise and deliver solutions to enhance quality of service and to prevent future problems * Highlight key problems and areas for improvement in terms of processes, procedures etc. * Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations * Install * Assess need for any system reconfiguration based on request trends and make recommendations * Install, upgrade, support and trouble shoot Microsoft applications and any other authorised desktop applications * Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software * Escalate issues involve experts wherever required in order to resolve issues as quickly as possible * Develop technical knowledge of each system within the company profile and specialised knowledge of certain nominated areas.

Enquiries for this position should be directed at: **Mr. Khomotso Tsoane** at **012 401 4600**

CLOSING DATE: 26 June 2026

The employment decision shall be informed by the Employment Equity Plan of the organisation.

Interested persons can send a comprehensive CV to applications@nersa.org.za or to the National Energy Regulator of South Africa, Human Resources Division, PO Box 40343, Arcadia, Pretoria, 0007, **for the attention of Ms Elizabeth Duma.**

NB: Applications received from recruitment agencies will not be accepted.

Appointment will be subject to positive pre-employment checks and security clearance.

It is the applicant's responsibility to have foreign qualification evaluated by the South African Qualifications Authority (SAQA) and to provide proof of such evaluation.

Persons with disabilities are encouraged to apply.



Communication will be limited to shortlisted candidates. If you do not hear from NERSA within three months of the closing date, please accept that your application was unsuccessful.

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