



# INTERNSHIP: CONTENT ARCHITECTURE

(1 X position)

Systems Division, ICTS

The aim of the [Systems Division](#) (SD) internship contract in Information & Communication Technology Services Department (ICTS) is to provide graduates, who are interested in working in a university environment and specifically in the area of IT, technical writing, information architecture and (if applicable) business analysis, with practical work experience enabling them to compete for possible job opportunities in the future.

Are you a self-motivated, dynamic team player, passionate about information architecture, analysis and content creation, a people person who connects easily and works effectively with people, technically minded with high standards and excellent English verbal and written communication skills? Detail-orientated, conscientious, flexible, curious individuals, quick learners and those with good time management skills will enjoy working as an intern in this division. The division works closely with the central administrative departments and ICTS staff.

## The duties of the intern are as follows:

Reporting to the Manager: Content Architecture, the intern will be responsible for:

- Designing, developing, indexing and testing technical/business documentation
- Providing user assistance and/or business analysis documentation in projects with limited UCT impact for enterprise content management or other software solutions
- Quality assurance and BPM

## Learning outcomes: Content Architecture

- Learn about [ICTS](#) through exposure to the work of the three ICTS divisions and in depth exposure to the [SD](#) Content Architecture team and, if applicable, the Business Analysis group
- Gain insight, skills and knowledge in: technical writing, content management and information architecture; quality assurance, analysis, testing and governance in documentation and systems; team work, time management skills, multi-tasking, commercial awareness; and, (if applicable) business analysis tools and techniques

## Appointment to this position requires:

- A tertiary qualification in a related discipline
- Strong English written and verbal communication skills
- Strong interpersonal skills (such as training, interviewing, building rapport)
- Strong planning and researching skills
- An analytical and detail-oriented approach
- The ability to work independently and within a team
- An interest in working in tertiary educational institute
- Potential to succeed based on past performance in other contexts
- Proficiency in Microsoft Office suite
- Basic knowledge and understanding of concepts in IT, technical writing, content architecture and content management
- Basic HTML authoring skills

## The following would be advantageous:

- Experience with creating help documentation and processes
- Knowledge of content management software, ERP systems or system testing
- Knowledge and understanding of the documentation process and business analysis process
- Knowledge of UCT or another university's administrative environment

## Remuneration

The monthly remuneration package is R13 000 per month.

**Period of Internship:**

The internship will run for a period of 6 months

**How to apply:**

Applications must be submitted to [icts-jobs@uct.ac.za](mailto:icts-jobs@uct.ac.za) by 15 September 2017.

The applications must be accompanied by a detailed curriculum vitae, at least two written references and a detailed motivation written by the applicant covering:

- reasons for applying for the internship
- the nature of the applicant's interest in working in a university

The application form can be downloaded at <http://web.uct.ac.za/depts/sapweb/forms/hr201.doc>

Applicants who do not submit all the requirements will not be considered. Only shortlisted candidates will be contacted and will be expected to undergo an assessment. Please ensure that the title and reference number are indicated in the subject line.

**Reference number:                   SDAA2017**  
**Closing date:                       15 September 2017**

*UCT is committed to the pursuit of excellence, diversity and redress. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>*

UCT reserves the right not to appoint.