



INTERNSHIP: SYSTEMS ACCESS

(1 x position)

Systems Division, ICTS

Are you dynamic, motivated and do you have great interpersonal and problem-solving skills? The Systems Division of ICTS has a vacancy for an intern in the Systems Access team. This team is responsible for managing user access and authorisations to the University's administrative systems which include PeopleSoft Campus Solutions, SAP Finance and HR, and several Microsoft SQL-based systems

The aim of the ICTS Systems Division internship programme is to provide graduates who are interested in working in a university environment and specifically with authorisations in ERP systems, with practical work experience enabling them to compete for possible job opportunities in the future.

The duties of the intern are as follows:

Reporting to the Manager: Systems Access, the intern will be responsible for:

- First Level Incident management support and problem management for system access calls
- Management of systems authorisations and authentication
- Maintain all communication mediums (mailing lists, email)
- Co-ordinate, prepare, disseminate and monitor formal communications
- Monitor/Maintain the Systems Access mailbox. Including communication to our SAP users
- Assist with operational projects and special projects as needed
- Support for SD systems
- Assisting with the Maintenance of User Master records (monthly) on all core administrative system
- Assist with annual software license audit when needed

Learning Outcomes: Systems Access

Incident and Problem Management in a call logging system: ServiceNow

Relevant First Level Support with authorisation/security related queries/issues within:

- SAP
- Peoplesoft
- RMS, Microsoft CRM, SAP Business Objects & Perceptive Content authorisations

General vigilance around conflicting and sensitive authorisations

Appointment to this position requires:

- A relevant university degree that includes Information Systems and/or Computer Science course
- Structured analysis and problem solving skills
- Good written and spoken communication skills
- Ability to work independently and under pressure
- Capacity to contribute effectively and creatively to a team
- A strong customer service ethic.
- Relevant product and/or industry certification/experience will be an advantage

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 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: SDSA 2017
Closing date: 15 September 2017

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UCT reserves the right not to appoint.