



Applications are invited from suitably qualified and experienced persons for filling the following positions:

BUSINESS UNIT: INFORMATION TECHNOLOGY SERVICES
POST TITLE: ADMINISTRATION OFFICER – TELECOMMUNICATION SERVICES X2
SALARY: R 325 101.00 – R 382 959.00 PER ANNUM (SL 07)
CENTRE: HEAD OFFICE: PIETERMARITZBURG
REFERENCE: AO/TELECOMM 01/AUG 2025

REQUIREMENTS

The ideal candidate must have an appropriate 3-year Bachelor's Degree/National Diploma in Financial Information Systems or Public Management/Administration at NQF level 6/7 as recognized by SAQA. • A minimum of 2-3 years' work experience in accounts and financial management services, customer service and the management of service desk operations within Telecommunication Services in the Public Sector. • A valid driver's License.

ESSENTIAL KNOWLEDGE, SKILLS, AND COMPETENCIES REQUIRED:

The successful candidate must have a thorough knowledge of and good working knowledge of telecommunication policies and legislations. In-depth knowledge of the provision and maintenance of mobile and fixed line communication services within the public sector. Knowledge and understanding of Government Legislated Information Technology Acts and Frameworks. In-depth knowledge, understanding and application of Telecommunication Policies, Telecommunication Acts of 1996, Management of Service Level Agreements and contracts. Knowledge and understanding of the Public Service regulatory framework, e.g., Public Service Act, Public Service Regulations, Labour Relations Act, Public Service Code of Conduct, Employee Performance and Management System, Basic Conditions of Employment Act, Skills Development Act, Service Delivery Frameworks (Batho Pele Principles), Constitution of South Africa, Promotion of Access to Information Act, Occupational Health and Safety Act, Policies and Strategies. Ability to communicate at all levels with relevant stakeholders Communication skills (verbal and written), computer literacy, contract management skills, analytical thinking, interpersonal relations, language proficiency, conflict management, presentation skills, co-ordination, planning, organizing and time management.

KEY PERFORMANCE AREAS:

The incumbent will be required to • Organize and ensure the provision of daily accounts and financial management services within the Telecommunication Services Unit • Ensure provision of contract management and submission of monthly billing reports and reconciliation statements • Provide customer support and service desk operations within the Telecommunication Services Unit • Provide support in the development, coordination and execution of incident management process and customer satisfaction initiatives • Supervision of staff

- **TARGETED: AFRICAN MALES, COLOURED FEMALE & MALE, INDIAN FEMALE AND MALE, AND WHITE FEMALE AND MALE AS WELL AS PEOPLE WITH DISABILITIES WHO MEET THE REQUIREMENTS.**

ENQUIRIES: MR. M BUTHELEZI
TEL NO: 033 264 2732

BUSINESS UNIT:	TELECOMMUNICATION SERVICES
POST TITLE:	ADMINISTRATION CLERK: TELECOMMUNICATION SERVICES
SALARY NOTCH:	R216 417 – R254 928 PER ANNUM (SL 5)
CENTRE:	HEAD OFFICE: PIETERMARITZBURG
REFERENCE:	AC-TEL COM SERV 02/AUG 2025

REQUIREMENTS

The ideal candidate must have Grade 12. An exposure in Telecommunications Services will serve as an added advantage.

ESSENTIAL KNOWLEDGE, SKILLS, AND COMPETENCIES REQUIRED:

The successful candidate must have : Knowledge and understanding of the regulatory framework for the Public Service e.g. Public Service Act, PFMA, National and Provincial Treasury Regulations, Public Service Regulations, Labour Relations Act, Constitution of Republic of South Africa, Promotion of Access to Information Act, Occupational Health and Safety Act, Public Service Code of Conduct, Basic Conditions of Employment Act, Skills Development Act, Service Delivery Frameworks (Batho Pele Principles), Basic knowledge of the provision and maintenance of mobile and fixed line communication service. Skills: Good verbal and written communication skills, Computer Literacy, Analytical thinking, Interpersonal relations, Language proficiency, Conflict Management, Presentation skills, Co-ordination, Planning and Organizing, Time Management, · Computer Literacy. **Attributes:** Integrity, Loyalty, Punctuality, Professionalism, Analytical, Honesty.


KEY PERFORMANCE AREAS:

The incumbent will be required to • Render clerical support to the Telecommunication Services unit; • Create and, modify, and oversee databases related to the Telecommunication Services Unit operations; • Maintain filing system within the Telecommunication Services Unit; and • Attend to queries of lost or stolen electronic communication devices, along with damage and repair services

- **TARGETED: AFRICAN MALES, COLOURED MALE, INDIAN FEMALE AND MALE, AND WHITE FEMALE AND MALE AS WELL AS PEOPLE WITH DISABILITIES WHO MEET THE REQUIREMENTS.**
- **THIS POST IS ONLY OPEN TO PEOPLE RESIDING IN KWAZULU-NATAL**

ENQUIRIES	:	MR. M BUTHELEZI
TEL NO	:	033-264 2732

DIRECTIONS TO APPLICANTS:

1. The Department of Economic Development, Tourism, and Environmental Affairs is an equal opportunity, affirmative action employer, and preference will be given to suitably qualified candidates from designated groups in terms of the Employment Equity Act, 1998. The Department reserves the right not to make these appointments. 
2. All information submitted will be treated as confidential. The Department reserves the right to withhold the filling of the abovementioned posts at any time before an appointment.
3. All applications must be submitted on the new Application for Employment form (Z83) which became effective from the 1st of January 2021 obtainable from any Public Service Department or can be downloaded at www.dpsa.gov.za-vacancies The form must be completed in full, and

the application form should be initiated, signed and dated. **All required information on the Z83 must be provided.** Failure to complete or disclose all information will automatically disqualify the applicant. The completed and signed Z83 must be accompanied by an updated detailed Curriculum Vitae (CV). Dates of starting and leaving employment must be given as DD/MM/YYYY.

4. **Shortlisted candidates will be required to submit certified documents on or before the day of the interview following communication from Human Resources. Should an applicant have a foreign qualification it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).**
5. **Applications submitted electronically will be taken as a final application and may not be amended or supplemented in any way after the closing date indicated in the advertisement. If you have not been contacted within three (3) months after the closing date of the advertisement, please accept that your application was unsuccessful.**
6. Shortlisted candidates may be required to undergo a competency test.
7. **"Applicants are encouraged to apply for posts through the KZN online e-Recruitment system at www.kznonline.gov.za/kznjobs or submit their Z83 and CV directly to the following email address kznjobs@kznedtea.gov.za Applicants may also visit any one of our Designated Online Application Centres (DOACS) where our friendly staff will assist you with applying online or receiving your hardcopy application. You can find the list of Designated Online Application Centres (DOACS) at www.kznonline.gov.za/kznjobs." PLEASE NOTE THAT APPLICANTS SHOULD ONLY USE ONE OF THE FOLLOWING METHODS WHEN APPLYING FOR A POST: EITHER *THROUGH THE ONLINE E-RECRUITMENT SYSTEM, EMAILING THE Z83 AND CV DIRECTLY TO THE RELEVANT DEPARTMENT, OR SUBMITTING A HARDCOPY APPLICATION AS DIRECTED.***

MARINE BUILDING 22 DOROTHY NYEMBE, STREET, 8TH FLOOR, DURBAN	CALDER HOUSE 217 BURGER STR, PIETERMARITZBURG 3200	46 BISSET STREET, PORT SHEPSTONE
TRIGON PLACE 139a, MARGARET STREET, IXOPO	GREENVILLE BUILDING CORNER OF LINK ROAD AND R102, GREENVILLE BUILDING	73 MURCHISON STREET, LADYSMITH, 3370
50 HARDING STREET, NEWCASTLE	26 BEACONSFIELD STREET, OFFICE ENTRANCE 3, DUNDEE	LEGISLATURE BUILDING 2ND FLOOR, LEGISLATURE BUILDING, KING DINUZULU HIGHWAY, ULUNDI
MZOLOLO AVENUE, MKUZE, 3969	ALOE LOOP AVENUE, NEXT TO UNISA BUILDING, VELD EN VLEI, RICHARDSBAY, 3900	LOT 55D KIEPERSOL STREET, RIVERVIEW ROAD, MTUBATUBA

8. Applications may alternatively be forwarded to the Department of Economic Development, Tourism and Environmental Affairs, Private Bag X9152, PIETERMARITZBURG, 3200, OR hand delivered to the Ground Floor, 270 Jabu Ndlovu Street, Pietermaritzburg, 3201 in the vacancy box provided for the attention of Ms Nondumiso Buthelezi / Mr Sipho Zangwa.
9. Candidates are discouraged from sending their applications through registered mail as the Department will not take responsibility for the non-collection of those applications.
10. The appointment is subject to a positive outcome obtained from the State Security Agency to the following checks (security clearance, qualification, citizenship, and previous employment verifications). The Department will conduct reference checks with the HR of the current and or /previous employer(s) apart from the referees listed.
11. All shortlisted candidates for SMS posts will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidate/s to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency-based assessment). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools.
12. Before the appointment is made for SMS positions, the appointee will be required to produce a Pre-entry certificate for the Senior Management Pre-Entry Programme, which is a public service-specific training program applicable to all applicants who aspire to join the SMS. The course is offered by the National School of Government (NSG). The course is available at the NSG under the name Certificate for entry and the full details can be obtained by following the link: <https://www.thensg.gov.za/trainingcourse/smspre-entryprogramme>.

CLOSING DATE: 12 SEPTEMBER 2025
