

Network Administrator – Supplier Park Development Company (SOC) Ltd trading as AIDC, Rosslyn/Satellite Sites, Gauteng

The Supplier Park Development Company (SOC) Ltd trading as AIDC is a Government owned, public entity company established to provide support to the SA Automotive Industry in its drive for global competitiveness. It is a dynamic company that offers exciting career opportunities. The AIDC's success hinges on its human capital, and in the pursuit to realise its strategic objectives, the AIDC aims to recruit a **Network Administrator** in the **ICT Department** on a **Permanent Employment Contract** with three months' probation. The successful candidate will report directly to the **Senior Network Engineer**.

LOCATION: Automotive Supplier Park AIDC Offices, Rosslyn and Satellite Sites

DIVISION: ICT

REMUNERATION: TCOE R 435 458,29 per annum

JOB GRADE : C2

PURPOSE OF THE ROLE

Provide services to Customers for the implementation and improving networks for data and voice. Provide general support regarding network solutions for data and voice.

KEY RESPONSIBILITIES

1. Network Support

- Receives calls telephonically or via email with regards to general network, data, and voice problems / queries
- Captures all calls or enquiries received on the system and issues reference number.
- Assists client/users with ICT network problem resolution (provides second line support)
- Escalate to third line where necessary.
- Retains record of references.
- Monitors & reviews call status.

2. Helpdesk Operations

- Ensures compliance with the Ticket (Work Order) process.
- Resolves tickets and completes all the relevant fields on each Ticket.

- Ensures that adequate information has been captured in the description of work & materials used on each Ticket.
- Provides managers with relevant reports as required.

3. Assist in Monitoring and Maintaining the Network

- Monitor network for connectivity on the phones and data.
- Ensures the network performance and availability against the SLA.

4. VoIP Support

- Support the Cisco VoIP call manager, phones, and gateways.
- Configure and maintain phones.
- Create reports as required.
- Assist ICT client/users in the usage of phones
- Configure client/users on Unity server for voice-mail and configure setups for voice messages on client/users' phones for after-hours messaging.

5. WAN & LAN

- Install and configure the network points on switches.
- Maintain, configure, monitor routers, access points, switches.
- Do monthly updates on these devices.
- Assist with ad hoc requests.
- Ensure all device backups are done.
- Implements VoIP, LAN and Wan projects.
- Coaching interns and colleagues

MINIMUM QUALIFICATION AND COMPETENCY REQUIREMENTS:

- A Matric certificate /Grade 12 and National Diploma IT – Communication Networks or related fields.
- N+
- CCNA
- CCNA-Voice
- ITIL/COBIT an advantage
- A minimum of 2-3 years related experience in WAN/LAN networking environment.

AIDC is an equal opportunity employer. Appointment will be made in line with the organisation's Employment Equity policy. Only shortlisted candidates will be contacted.

Applications must be accompanied by a curriculum vitae, certified copies of qualifications and certified copies of identity documentation.

- Preference will be given to people with different abilities, women and previously disadvantaged individuals to promote Employment Equity within the group.
- Only shortlisted candidates will be contacted. If you have not heard from us within three months after the closing date, please regard your application as having been unsuccessful.

Applications should be addressed to <https://bit.ly/GGDAGroupRecruitment>

Enquiries should be addressed to hrrecruitment@aidc.co.za

The closing date for applications is **06 November 2026**.

"The Protection of Personal Information Act (POPIA) came into effect on 1 July 2021. The GGDA respects your privacy and is committed to keeping your personal information secure and confidential. The Group will ensure that in Processing an Applicant's or Employee's Personal Information, it will adhere to its obligations in terms of POPIA. By virtue of you applying for this position, you give The Group the consent to keep and or process your information as per POPIA