



## **Systems Administrator (eCares) Pretoria (DBE secondment/placement)**

### **Background**

Ilifa Labantwana is committed to quality early childhood development (ECD) services for all children that supports caregivers, creates sustainable livelihoods for women, and builds an equitable and prosperous South Africa for all. Ilifa and the Department of Basic Education have partnered to design, develop and deliver the Early Childhood Administration and Reporting System (eCares). *eCares* aims to digitally transform the administration and management of ECD services and operations.

### **Purpose**

The role is based in the Education Management Information Systems Unit (EMIS) at the at the National Department of Basic Education (DBE). The Systems Administrator, working with eCares Project Lead and the EMIS Unit, will engage with the ECD Unit, the Provincial Departments of Education, and with the eCares developers to ensure that the eCares application meets user needs, and responds to national and provincial policy, functional and technical requirements and specifications. Working closely with the technology and change management teams, they will provide systems testing, implementation support, user training, and first line user support. They will work with the various technology units in the to ensure that the system aligns with other DBE technology initiatives and will ensure the system is maintained according to DBE regulations and policies.

### **Responsibilities**

- **Identify Development Requirements** Analyse user requirements and collaborate with developers to ensure system development aligns with needs. Document functional and technical specifications, securing stakeholder approval. Regularly engage with ECD unit to ensure system alignment with evolving national and provincial policies and future requirements. Participate in development
- **Testing Support** Conduct system testing, develop test plans, support provincial testing, and document UAT outcomes with eCares stakeholders for developer feedback.
- **Implementation Support** Work with developers and IT teams to improve system functionality. Participate in the ongoing development of eCares and similar systems to meet evolving needs. Gather feedback from users to enhance system usability and efficiency.
- **User Training** Train and retrain users on eCares, incl. new functionality, as guided by the DBE. Monitor systems usage and provide support to increase usage.
- **User Support** Provide first-line user support, manage system access, and maintain a technical wiki with documentation and IT policies, including the eCares website.
- **Interoperability** Act as a point person in the DBE, working closely with the developers, to support interoperability with other government department's systems.
- **Manage user access**, including role-based permissions and account creation. Build an efficient online user access management system.
- **System Maintenance** Oversee system hosting, troubleshoot issues, monitor and ensure system availability, performance, security, and scalability of cloud-based systems per DBE policies.

## Requirements

### Qualifications & experience

- Bachelor of Information Systems, Information Technology, Data Science, Engineering or Computer Science
- At least 5 years relevant experience in IT/Systems administration or similar role, incl. systems development and roll-out, user acceptance testing, user training and support
- Strong troubleshooting skills and ability to diagnose and resolve hardware/software/network issues.

### Competences and personal qualities

- **Team Player** – a kind, humble and collaborative personality is non-negotiable
- **Tech support** Demonstrable experience providing tech support to users with varying degrees of digital literacy in ways that are supportive and encouraging.
- **Stakeholder relations** Proven ability to engage with internal and external stakeholders to understand requirements and provide solutions.
- **Technical** proven hands-on experience of system architecture, networks, databases, cloud platforms (AWS, Azure, Google Cloud), and security, incl. DHCP, SQL and Windows operating systems. Experience of Helium advantageous.
- **Project Management** Ability to coordinate systems development, deployments, upgrades and maintenance.
- **Cybersecurity & Compliance** Demonstrated understanding of data security, user access control and compliance with industry standards
- **Analytical & Strategic Thinking** Able to assess system performance, forecast future needs, and make data-driven decisions to enhance IT infrastructure.

**Closing date:** 23 March 2025

**2 year-contract**

Please send your CV and 1-page cover letter to [recruitment@ilifalabantwana.co.za](mailto:recruitment@ilifalabantwana.co.za), with the subject line **System Administrator**. For further information go to [www.ilifalabantwana.co.za](http://www.ilifalabantwana.co.za)

*Please accept your application as unsuccessful if you have not heard from us by 15 April 2025*