



in the footprints ...

NELSON MANDELA MUSEUM

Bunga Building, Owen Street, Mthatha, South Africa | P O Box 52808, Mthatha, 5100, South Africa

Telephone: +27 (0) 47 501 9500 | Facsimile: +27 (0) 047 532 3345

Email: info@nelsonmandelamuseum.org.za | www.nelsonmandelamuseum.org.za



The **Nelson Mandela Museum** in four sites, Bhunga, Qunu Youth and Heritage Centre, OR Tambo Garden of remembrance and Ingquza Hill memorial site, has a dynamic and enviable opportunity to serve South Africa, as steward of a living legacy, to share and learn the true story of Nelson Mandela in context, in ways that inspire and empower people.

The Museum invites applications from suitably qualified, committed, competent and experienced South Africans to serve as **ICT SPECIALIST**. This is an opportunity to help create a caring value driven heritage institution of knowledge and excellence. The successful candidate will be based in Mthatha, Eastern Cape.

POSITION: ICT SPECIALIST

Remuneration Package: R502 266 - R755 051 CTC

PURPOSE OF THE POSITION: The ICT Specialist will be responsible for the planning, implementation, administration, maintenance, and support of the organisation's ICT infrastructure, systems, networks, and cybersecurity environment. The successful candidate will ensure the availability, integrity, and security of ICT services while providing technical support to end users and contributing to strategic technology initiatives.

KEY PERFORMANCE AREAS: ICT Infrastructure Management

- Install, configure, maintain, and upgrade servers, desktops, laptops, printers, and any other ICT equipment.

- Manage and monitor network infrastructure, including LAN, WAN, wireless networks, VPNs, routers, switches, and firewalls.
- Ensure optimal performance, reliability, and availability of ICT systems.
- Conduct regular system maintenance, updates, and patch management.

Systems Administration

- Administer Windows and/or Linux servers and related services.
- Manage Active Directory, Group Policies, DNS, DHCP, and user authentication systems.
- Monitor system performance and troubleshoot technical issues.
- Maintain cloud-based services and applications, including Microsoft 365 and Azure environments where applicable.

User Support and Helpdesk Services

- Provide first- and second-level technical support to staff.
- Diagnose and resolve hardware, software, network, and application-related issues.
- Assist users with ICT equipment setup, configuration, and troubleshooting.
- Maintain helpdesk records and ensure timely resolution of support requests.

Cybersecurity and Risk Management

- Implement and maintain cybersecurity controls and best practices.
- Monitor systems for security threats and vulnerabilities.
- Manage antivirus, endpoint protection, firewall, and intrusion detection systems.
- Conduct security awareness training and support compliance initiatives.
- Assist with incident response and recovery activities.

Data Management and Business Continuity

- Develop and maintain backup and disaster recovery procedures.

- Monitor data integrity and ensure regular backups are completed successfully.
- Support business continuity planning and testing activities.

ICT Projects and Innovation

- Participate in ICT projects, including system implementations, upgrades, and migrations.
- Research and recommend new technologies to improve operational efficiency.
- Support digital transformation and automation initiatives.
- Collaborate with internal departments and external service providers.

ICT Governance

- Ensure internal and external audit findings are addressed
- Ensure functioning of the ICT Governance Structures(s)
- Ensure ICT Risk register is in place and monitored
- Submit quarterly reports on the functioning of the unit to the IT Steering committee
- Develop, manage and report on the budget for IT services
- Manage all ICT related assets
- Ensure all ICT contracts are in place, managed effectively and performance reviewed quarterly
- Manage ICT projects

Documentation and Compliance

- Maintain accurate ICT documentation, including system configurations, procedures, and asset registers.
- Ensure compliance with organizational policies, ICT standards, and regulatory requirements.
- Prepare technical reports and recommendations for management.

Minimum Requirements

Education

- Matric and a Bachelor's Degree in Information Technology/Computer Science/Information Systems.

Experience

- Minimum of 3–5 years' experience in ICT support, systems administration, network administration, or a similar role.
- Proven experience managing enterprise ICT infrastructure and providing technical support.
- Valid driver's license

Technical Skills

- Strong knowledge of:
 - Microsoft Windows Server environments
 - Active Directory and Microsoft 365
 - Networking technologies (TCP/IP, DNS, DHCP, VPNs)
 - Firewalls and cybersecurity solutions
 - Cloud platforms such as Microsoft Azure or AWS
 - Virtualization technologies (VMware, Hyper-V)
 - Backup and disaster recovery solutions

Certifications (Advantageous)

- Microsoft Certified Professional (MCP)
- Microsoft Certified: Azure Administrator Associate
- CompTIA Network+
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)
- ITIL Foundation Certification

Competencies and Attributes

- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal abilities.
- Ability to manage multiple priorities and meet deadlines.
- High level of integrity and confidentiality.
- Strong customer service orientation.
- Ability to work independently and collaboratively within a team.
- Adaptability and willingness to learn emerging technologies.

Key Performance Indicators (KPIs)

- System uptime and availability.
- Helpdesk response and resolution times.
- Network performance and reliability.
- Compliance with security and backup procedures.
- Successful completion of ICT projects.
- User satisfaction levels.

Interested individuals who meet the requirements should submit their CV's with certified copies of Identity Documents and Certificates that are not older than six (6) months. The submission must be accompanied by a cover letter clearly marked "**ICT SPECIALIST**" to:

Or email your application with the subject matter "**ICT SPECIALIST VACANCY**" to **hr@nelsonmandelamuseum.org.za** or hand deliver to:

Nelson Mandela Museum, Corner Owen Street and Nelson Mandela Drive, Bhunga Building, Mthatha, 5099. No faxed applications will be accepted.

All enquiries are to be directed to: The Human Resources Unit, Ms. **Yoleka Khumelwana** at **047-501 9522**.

Closing date for applications is 28 August 2026 at 16:h00

Applications received after closing date will not be considered.

Correspondence will be limited to short-listed candidates.

All successful candidates will undergo pre-employment screening and vetting.

NMM embraces the principles of Employment Equity Act no 55 of 1998 as amended. NMM reserves the right not to appoint.

.....
M. Msongelwa CA(SA)
Acting Chief Executive Officer