



AIMS

**African Institute for
Mathematical Sciences
SOUTH AFRICA**

Vacancy: IT Support Officer

Status: Full-time permanent

Direct reports to: The COO, AIMS South Africa

Working location: AIMS South Africa, 6 Melrose Road, Muizenberg

Starting date: 1 February 2025

About AIMS

The African Institute for Mathematical Sciences (AIMS) South Africa, based in Muizenberg, is looking to hire a skilled and motivated IT Support Officer. AIMS is a pan-African network of Centres of Excellence for post-graduate training, research, and public engagement in mathematical sciences established in 2003.

If you have a collaborative spirit and proactive outlook, this is an opportunity for you to join our team as an IT Support Officer. In this role, you will be an integral part of our institute in its mission to support and shape the future of science in Africa, centred around the flagship structured master's programmes.

Job Overview

We are seeking a proactive and experienced IT Support professional to be responsible for managing all IT support operations within the organization. This role supports academic programs by delivering robust network, computing, and general IT support services. The position encompasses management, planning, procurement, deployment, system architecture, administration, maintenance, support, and documentation. Reporting directly to the Information Technology Manager, this role involves coordination with academic directors, research chairs, and other stakeholders.

Requirements

Qualifications and Experience

- Relevant tertiary IT qualifications are advantageous.
- Experience with server, networking, and desktop support, particularly with Debian Linux.
- Broad IT support experience across diverse platforms and user bases.
- Strong customer-service orientation with excellent written and verbal communication skills.
- Self-motivated, detail-oriented, and capable of working both independently and collaboratively.
- Ability to work under pressure while maintaining ethical decision-making and professionalism.
- South African citizenship, residency, or valid work permit.

Responsibilities

Core IT Services

- System Administration: Manage Debian servers, LXC containers, ZFS file systems, and backups.
- IT Infrastructure: Administer LDAP, NFS, DHCP, powerdns, netboot, systemimager, openvpn, gitlab, static sites.
- Application Management: Oversee Apache, Postgres, MariaDB, LetsEncrypt, Bash, Python scripting, and Linux command-line operations.
- Configuration Management: Utilize tools like Bundlewrap and maintain a custom network administration dashboard.
- Hardware & Networking: Support on-campus server hardware (Dell, HP), Mikrotik switches, wireless routers, VXLANs, and fibre connections.
- Cloud Services: Manage dedicated cloud servers and DNS services via providers like Namecheap and BuddyNS.
- Support & Security: Maintain service desk operations, ensure robust security, manage backups, and lead technology upgrades and migrations. Experience managing IT projects or leading IT departments.
- Oversee 2,000+ Google Workspace accounts, supporting mail, calendar, drive, and related services.

Labs and Infrastructure Support

- Provide support for 100+ lab desktops running Debian derivatives, as well as student laptops.
- Maintain and troubleshoot network access across offices, labs, and lecture venues.
- Oversee infrastructure, including cabling, switches, audio-visual equipment, and projectors.
- Manage office and lab IT equipment, including multifunction printers and printing services.

Collaboration & Vendor Liaison

- Work with external vendors for equipment procurement and cabling.
- Coordinate with facilities for server rooms, air conditioning, power backup, and other physical infrastructure needs.
- Interface with partners such as Stellenbosch University IT, CHPC, and TENET for specialized services.

Administration & Reporting

- Collaborate with finance for budgeting, purchases, and audits.
- Maintain detailed documentation for IT procedures, knowledge bases, and policies.
- Develop IT budgets, track expenditures, and maintain asset records.
- Prepare reports for annual reviews and council meetings as needed.

Academic Support

- Customize and update lab software for scientific computing needs, including HPC and GNU modules.
- Support academic tools like Overleaf, GitHub, and Google Cloud Platform.
- Liaise with local and international academic partners for specialized IT solutions.

Applications

To apply, please submit the following as **one PDF** to vacancies@aims.ac.za.

- A cover letter detailing your relevant experience and interest in the position
- Your CV, max 4 pages, and proof of qualifications
- Contact information for at least two references including a recent direct line manager

Applications will be accepted until **31 December 2024** or until the position is filled. If you do not hear from us in 4 weeks please consider your application as unsuccessful. AIMS South Africa reserves the right not to make an appointment at its sole discretion. AIMS South Africa HR is an independent cost-center in Stellenbosch University. AIMS is a charitable trust governed by a board of trustees who delegates detailed oversight to the AIMS Council. The director of AIMS leads the on-campus team and programmes.

AIMS South Africa Council

David Holgate (Chair, University of the Western Cape), Daya Reddy (University of Cape Town), Grae Worster (University of Cambridge), Kerstin Jordaan (University of South Africa), Mike Giles (University of Oxford), Neil Turok (University of Edinburgh), Sibusiso Moyo (Stellenbosch University), Thandi Mgwebi (Nelson Mandela Metropolitan University), Ulrich Paquet (AIMS)