

JOB ADVERT

IT Systems & Microsoft 365 Coordinator

REPORTING TO:

Group HR Manager

JOB LOCATION:

Rosebank, Johannesburg

EMPLOYMENT STATUS:

Permanent

START DATE:

01 June 2026

POSITION DESCRIPTION

What is the overall purpose and objective of this position?

To manage, maintain, and optimise Rhiza's IT systems, Microsoft 365 environment, and SharePoint platform, ensuring secure, efficient, and scalable digital operations aligned with business, governance, and compliance requirements.

RESPONSIBILITIES & DUTIES

List of tasks and responsibilities:

Microsoft 365 Administration

- Ensure optimal system uptime and service availability
- Manage user provisioning and deprovisioning within defined turnaround times
- Maintain security configurations and regulatory compliance standards
- Security incidents, audit findings, backup success rates

SharePoint Governance & Management

- Oversee SharePoint site structure and governance compliance
- Drive user adoption and promote best practice usage
- Manage permissions and ensure access control accuracy

RESPONSIBILITIES & DUTIES (cont.)

List of tasks and responsibilities:

IT Support & Operations

- Provide end-user support and resolve tickets within agreed SLAs
- Monitor system performance and minimize downtime
- Maintain high levels of user satisfaction through responsive service delivery

Cybersecurity & Compliance

- Monitor and respond to security incidents
- Support internal and external audit requirements
- Ensure data backup integrity and successful recovery processes

Vendor & Project Management

- Manage IT projects to ensure delivery within agreed timelines and budget
- Monitor and control project costs to ensure financial efficiency
- Oversee vendor performance and ensure adherence to service level agreements

Training & User Enablement

- Plan and deliver user training sessions to support system adoption
- Monitor adoption rates and drive continuous improvement initiatives
- Gather and evaluate user feedback to enhance system usability and effectiveness

SharePoint Governance & Management

- Ensure compliance with SharePoint site structure and governance standards
- Drive platform adoption and promote best practice usage
- Manage user permissions and maintain access control accuracy

Service Delivery & SLA Management

- Monitor and report on service performance against agreed SLAs
- Identify service improvement opportunities and implement corrective actions
- Ensure consistent, high-quality IT service delivery across the organisation

Systems Monitoring & Continuous Improvement

- Proactively monitor system health, performance, and capacity
- Identify recurring issues and implement long-term solutions
- Drive automation and process optimisation initiatives

Data Management & Reporting

- Maintain data integrity across Microsoft 365 and SharePoint environments
- Generate performance and compliance reports for stakeholders
- Analyse trends and provide insights to support informed decision-making

KNOWLEDGE & COMPETENCIES

Education

- Diploma/Degree in IT or related field
- Microsoft Certified Advantageous

Experience

- 3-6 years in Microsoft 365 administration and IT support.

Key Skills and Competencies

- Microsoft 365 Administration
- SharePoint Online Management & Support
- End-User Troubleshooting & Technical Support
- Cross-Functional Stakeholder Engagement
- Analytical Problem-Solving
- Process Accuracy & Quality Assurance
- Results-Driven Accountability

HOW TO APPLY

Send your CV and Cover Letter to: recruitment@rhizaholdings.co.za

Please include the position you are applying for in the subject line.

If your application is not successful, you will not be contacted.

Closing date: 5 May 2026