



FACULTY SUPPORT SPECIALIST

(Payclass 10; T1 Contract – 12 months)

STUDENT SYSTEMS SUPPORT (SSS) OFFICE OF THE REGISTRAR

The Faculty Support Specialist will provide essential functional, administrative and project implementation support to faculty members, ensuring the smooth operation of academic administrative systems through optimal configuration and maintenance. This role requires a strong understanding of university systems, processes, and procedures, as well as excellent problem-solving and communication skills.

We seek a self-motivated, suitably qualified and skilled candidate for this temporary post in the SSS section.

Requirements include:

- A relevant university degree OR post-secondary certification in adult education (NQF 7) Advantage; relevant Honors or postgraduate degree
- 3 Years in university student/academic administration at an administrative level
- 2 Years in end user/functional support
- Proven experience in providing functional support and administrative assistance in a higher education setting.
- Strong understanding of university systems, processes, and policies.
- Strong understanding of project management methodologies and tools
- Excellent problem-solving and troubleshooting skills.
- Strong interpersonal and communication skills, both written and verbal.
- Ability to work independently and as part of a team.
- Proficiency in relevant software applications, including Microsoft Office Suite, learning management systems, and research databases.
- Attention to detail and accuracy.
- Ability to manage multiple tasks and prioritize effectively.
- Highly motivated with a strong interest in technology and a commitment to supporting faculty success

The following would be advantageous:

- Knowledge of policy and procedures related to academic administration
- Experience with other systems i.e. PeopleSoft, Business Objects, Content Management System (CMS), Perceptive Content or related systems will be a strong advantage
- Experience in servicing faculties or customer orientation

Responsibilities include:

- Systems Support – Provide first-line functional support for faculty on university systems, troubleshoot issues, assist with system functionalities.
- Assist in annual programme enrollment maintenance and Collaborate with academic departments and faculty offices to ensure that the setup matches the governance approval Administrative Support – Support faculty with documentation, system readiness reporting, meeting coordination, and record-keeping.
- Faculty-Specific Reporting – Provide weekly updates on implementation progress, highlight risks, and inform stakeholders of potential barriers.
- Training & Development – Conduct training, create user guides & manuals, and stay updated on educational technologies to support faculty development.
- Stakeholder Management – Build strong relationships, communicate effectively, and resolve issues professionally with faculty, staff, and students.

Note:

- The successful candidate will report directly to the Acting Director: Student Systems Support and will form part of a team that provides systems support to staff across the University.
- Please note this job is not office bound. You will be expected to provide support, stakeholder management and attend meetings on campus across the University by means of your own transport.
- Due to the requirements of the job & nature of the position, it is important to note that leave may not be possible during peak support cycles e.g. from December to February and July to October.

The annual cost of employment, including benefits is from **R 395 375 to R752 447**.

To apply, please e-mail the below documents in a **single pdf file**, with the subject line "**Faculty Support Specialist**" to the following email address: sss-applications@vula.uct.ac.za

- UCT Application form (HR201) (<http://forms.uct.ac.za/hr201.doc>)
- A one-page motivation letter
- Your CV (curriculum vitae) – *no longer than 4 pages*

An application which does not comply with the above requirements will be regarded as incomplete and will not be considered. Only shortlisted candidates will be contacted and will be expected to undergo an assessment.

Website: <http://www.sss.uct.ac.za/>

Reference number: E25425

Closing date: 29 April 2025

UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups including candidates with disabilities.

Our Employment Equity Policy is available at www.hr.uct.ac.za/hr/policies/employ_equity

UCT reserves the right not to appoint