VACANCY		

REFERENCE NR	:	5978, 5977
JOB TITLE	:	Consultant LAN & Desktop Support X 2
JOB LEVEL	:	D1
SALARY	:	R 303 767 - R 506 279
DIVISION	:	KZN Prov: Network and Service Management
REPORTING TO	:	Lead Consultant LAN & Desktop Support Services
DEPT	:	Provincial KZN: End User Computing
LOCATION	:	Pietermaritzburg, KZN
POSITION STATUS	:	Fixed Term Contract-12 Months Contract (Internal/External)

Purpose of the job

To provide advanced LAN and Desktop systems support on infrastructure planning and design, including the implementation and maintenance of the network systems (LANs, LAN internetworking, and connections with the LAN environment). The individual will be responsible for the advanced identification and resolution of hardware and software problems and the LAN environment.

Key Responsibility Areas

Manage the provision of desktop support services; Facilitate the implementation of Desktop management Operational plan, processes, policies and standards; The design, implementation, customization and maintenance of the Remote Software deployment strategy; Incident Management; Coordinate all installations and fixes for desktop computers, printers, telephones, software, peripherals, etc. for Departments; and Management of the Desktop Management team;

Qualifications and Experience

Minimum Qualifications: 3 Year National Diploma in IT OR Degree in an ICT field.

Experience: 5 – 6 years' experience in LAN & Desktop Support, including:

- 3 years' experience as a manager / specialist/supervisor of business support/operations in a corporate / public sector organisation
- Management of performance of systems, server, desktop computers, printer's telephones, software, peripherals, etc Management and resolution of incidents logged.
- Experience in the provision of ICT solutions and services.

Technical Competencies Description

Knowledge of: Extensive knowledge of enterprise class desktop software such as Windows 7, Mac OS X, Linux Red Hat, antivirus, remote management and troubleshooting, asset management and inventory, printing and call centres; General desktop support knowledge including hardware, software, and networking concepts; Knowledge of ITIL concepts including Service Management and Service Delivery; Knowledge of TCP/IP protocol, routing concepts, and troubleshooting; An advanced knowledge of network management software, concepts, and troubleshooting techniques.

Skills: Technical computer skills as well as good interpersonal, management, and customer service skills; Highly developed analytical skills and the ability to solve complex technical problems using a methodical systematic approach; IT Skills (MCSE ; LAN /DT Support); Ability to Design and Implement Monitoring Solutions; Remote management skills; Excellent written and verbal communication and interpersonal skills and a strong customer service orientation; Report writing skills; Stakeholder Management; Ability to lead and grow strong teams; Ability to delegate tasks and mentor reports; Attention to detail.

Other Special Requirements

N/A.

How to apply

Kindly Sent CV to: kznrecruitment@sita.co.za

Closing Date: 04 October 2019

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered, please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidate who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.