| | | |
|---|---|---|
| REFERENCE NR | : | VAC04931 |
| JOB TITLE | : | Consultant: LAN and Desktop Support |
| JOB LEVEL | : | D1 |
| SALARY | : | R 303 767 – R 506 279 |
| REPORT | : | Senior Manager: Infrastructure Services |
| DIVISION | : | Western Cape: Network & Service Management |
| DEPT | : | Western Cape: Network & Service Management |
| LOCATION | : | SITA Western Cape |
| POSITION STATUS | : | Permanent (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 malfunctions on the LAN environment.

Responsible for the supervision, technical development and guidance for the Desktop Support team and to lead on the day to day activities of the team.

Responsible for ensuring an effective and efficient level of IT Support is provided within the desktop support environment for in resolving IT related issues or problems.

## 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;

The Design, implementation QA of LAN;

Documentation of Client technical and business requirements (LAN and Desktop), identify GAPS and provide soultions to identified challenges.

Technical Advisory services;

To manage and perform supervisory duties on a daily basis for the IT Desktop Support Team and ensuring procedures and processes are adhered to:

- To ensure adequate staffing levels are maintained within the Desktop Support teams at all times.
- To ensure targets outlined by the SLA and KPI's are achieved.
- To ensure jobs assigned to the Desktop support group are managed and completed within targets outlined by the SLA.
- To set procedures and processes in line with standards within the IT Desktop environment.
- To line manage and be responsible for the personal and technical development of the Desktop Support Team, including appraisals and training plans.
- To act as a primary point of contact for escalation from a LAN and Desktop Support level in times of major system outages, supplier issues and conflict resolution with customers.

- To monitor and identify any trends or irregular activities on jobs logged with the Desktop Support group that could relate to potential IT issues
- To ensure that all requests from customers for assistance are handled promptly and effectively, and if necessary escalated to the appropriate level.
- To assist in the technical development and enhancement of customer support systems and Desktop functionality.
- To carry out any other duties and tasks that may be required of the post in order for the Desktop Support services to function effectively.
- To provide desktop support in supported organisations within the agreed SLA.

Regularly take responsibility and or take the lead on projects/work streams related to the use of IT systems; and

As and when required you may be called upon to assist with other duties commensurate with the overall objectives of delivery of service

## Qualifications and Experience

**Minimum:** 3 year National Diploma / Degree in an ICT field or a verified / certified alternative equivalent.

**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, LANS, servers, desktop computers, printers, telephones, software, peripherals, etc.
- Experience in working within the ITIL Framework for Incident, Problem, Change, or Service Request Management.
- 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, Windows 10, Mac OS , 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, 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; and Attention to detail.

## Other Special Requirements

The incumbent will be required to consult and interact with relevant government officials, standards generating bodies, accreditation and certification bodies.

## How to apply

Kindly send your CV to wcrecruitment@sita.co.za

## Closing Date: 19 November 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 only.

- 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 candidates 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.
- CV`s from Recruitment Agencies will not be accepted