



## VACANCY

|                        |   |                                                           |
|------------------------|---|-----------------------------------------------------------|
| <b>REFERENCE NR</b>    | : | <b>LDS X11-12-2018</b>                                    |
| <b>JOB TITLE</b>       | : | <b>LAN &amp; Desktop Support Technician X11</b>           |
| <b>JOB LEVEL</b>       | : | <b>C1</b>                                                 |
| <b>SALARY</b>          | : | <b>R 217 229 – R 362 048</b>                              |
| <b>REPORT TO</b>       | : | <b>Specialist: LAN &amp; Desktop support</b>              |
| <b>DIVISION</b>        | : | <b>Network and Service Management</b>                     |
| <b>DEPT</b>            | : | <b>Network and Service Management</b>                     |
| <b>LOCATION</b>        | : | <b>SITA Polokwane (Department of Health)</b>              |
| <b>POSITION STATUS</b> | : | <b>Fixed Term Contract –12 Months (Internal/External)</b> |

### Purpose of the job

To provide remote and onsite LAN and Desktop technical support to Workstations and Network infrastructure ensuring that the client's requirements are always met and their expectations exceeded.

### Key Responsibility Areas

Provide first and second level LAN & desktop support through remote means and or on site;  
Install and configure new IT equipment;  
Implementation, customisation and maintenance of COTS and In-House software applications;  
Provide support to the enterprises local IT and software resources; and  
Provide LAN & desktop advisory services to clients.

### Qualifications and Experience

**Minimum:** Matric or relevant NQF level plus A+ or N+.

**Experience:** **2-3** years relevant experience with emphasis on LAN & Desktop support or call monitoring and management.

**Added Advantage:** MTA, MCSA, MCSE, MCITP and/or MCTS (Windows); A National Diploma and/or degree in IT.

### Technical Competencies Description

**Knowledge of:** Computer/Printer Audits, General trouble shooting, Desktop operating systems and Microsoft application ICT Business Environment and Landscape, Network cabling and telephony system used within the business, Business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run. Computer and network principles; LAN principles and topology; Internet protocols, services and Standards; Implementing LAN and Desktop Software; Quality of Service; Understanding of: Office applications; LAN Principles; Cabling Principles; Technical: A+; N+; Proficiency in routing and switching technologies; ITIL; Software configuration management.

**Skills:** Proficiency in routing and switching technologies, ITIL; Voice over IP; Quality of Service. Microsoft Excel, Word, Power point. Good Interpersonal skills (liaise with all levels of staff, suppliers and management on a daily basis), Problem solving and good time management skills, Team player and taking ownership of problems, Customer service orientated, Attention to detail. Configuring Windows Devices (70-697), demonstrates good oral

and written communication skills, and Ability to work under pressure, ability to resolve application problems quickly and cost-effectively.

#### **Other Special Requirements**

N/A

#### **How to apply**

Kindly send your CV to [lprecruitment@sita.co.za](mailto:lprecruitment@sita.co.za)

#### **Closing Date: 21 December 2018**

#### **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