



**VACANCY
RE- ADVERTISEMENT**

REFERENCE NR : **KZN/LDST/2017-04**
JOB TITLE : **LAN & Desktop Support Technician X5**
JOB LEVEL : **C1**
SALARY : **R 217,229.01 – R362, 048.35**
REPORT TO : **Specialist: LAN & Desktop support**
DIVISION : **KZN Provincial Management**
Department : **LAN and Desktop Support**
LOCATION : **KwaZulu-Natal**
POSITION STATUS : **18 Months Fixed Term Contract (Internal/External)**

Purpose of the job

Provide LAN and Desktop support.

Key Responsibility Areas

Provisioning of first and second level LAN and Desktop support; Implementation, customisation and maintenance of the remote software deployment. Provide LAN & Desktop advisory services to clients. Provide support to the Advanced Excel, Word enterprises local IT and software resources.

Qualifications and Experience

Minimum: Matric or relevant NQF level 4 plus A+ or N+ or ITIL certification. **Added Advantage:** CCNA/MCSE.

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

Technical Competencies Description

Knowledge of: Computer and network or ITIL principles; LAN principles and topology; Internet protocols; services and standards; Implementing LAN and Desktop Software; Quality of Service; Understanding of: Office applications; Directory Services; Messaging services; End user equipment trouble shooting; Network Management; Modems; LAN Principles; Cabling Principles; Knowledge of incident management and call escalation. Experience with client call management. Knowledge of problem or change management processes. Knowledge of ITIL processes. **Technical:** A+; N+; Proficiency in routing and switching technologies; ITIL; Voice over IP; Quality of Service. Microsoft Excel, Word, Power point.

Other Special Requirements

Successful attainment of the required security clearance will be a determination for employment confirmation.

How to apply

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

Closing Date: 03 July 2017



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. Preference will be given to people from the designated groups.

- 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