



**VACANCY
RE-ADVERTISEMENT**

REFERENCE NR : VAC01432
JOB TITLE : Specialist LAN and Desktop Support
JOB LEVEL : C5
SALARY : R 262,979 - R 438,298
REPORT : Consultant: LAN & Desktop Support
DIVISION : SD OPS: LDS Infrastructure Cluster
Department : LAN & Desktop Service
LOCATION : SITA Erasmuskloof, Pretoria
POSITION STATUS : Permanent (Internal /External)

Purpose of the job

Provides LAN and System support on IT 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 lead a team of LAN Support technicians and will be responsible for the specialist identification and resolution of hardware and software problems and malfunctions on the LAN environment.

Key Responsibility Areas

To lead a team of LAN support technicians; To ensure Incidents are handled according to the SLA; To provide LAN and desktop support to the client; To perform daily administrative tasks and provide feedback to supervisor and clients; To Provide applicable training and mentorship to LAN & desktop resources; To assist with new projects and execute on contracted Project deliverables; and To Provide technical advisory service to SITA customers.

Qualifications and Experience

Minimum: Grade 12 plus 3 year Diploma / Degree in Computer Science, and/or IT/ related .

Experience: 3 - 5 Years working experience of working in an IT support role operating systems such as Windows/Linux with excellent knowledge and experience with MS- OFFICE

Added Advantage : Security +

Technical Competencies Description

Knowledge of: Various Operating Systems as well as various software packages; Project Management Principles; public sector business; ITC Products and services; industry best practices, eg ITIL, CoBIT 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; and Software configuration management.

Skills: Proficiency in routing and switching technologies; ITIL; Voice over IP; Microsoft administration and related services; Configuring and troubleshooting of Windows Devices; Excellent IT skills and computer literacy. Communication skills: Good communication and verbal skills; good

documentation skills; strong interpersonal skills; excellent customer support attitude. Ability to self-manage; attention to detail; problem solving; decision making and analytical skills.

Other Special Requirements

The incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies. Must be in possession of a valid driver's license and have vehicle available for business use. Will be required to perform standby duties. Will be required to perform Team Leader duties.

How to apply

Internal candidates must apply using this email address: Lerato.internalrecruitment@sita.co.za

External candidates must apply using this email address: Lerato.recruitment@sita.co.za

Closing Date: 30 September 2020

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
- **CV's sent to incorrect email address will not be considered**