



VACANCY

REFERENCE NR : **KZN_LDS_FTC_2018**
JOB TITLE : **Specialist: LAN & Desktop Support Technician X1**
JOB LEVEL : **C5**
SALARY : **R 262 979 – R 438 298**
REPORTS TO : **Consultant: LAN & Desktop support**
DIVISION : **Service & Network Management**
DEPT : **Provincial KZN: End User Computing**
LOCATION : **SITA Pietermaritzburg**
POSITION STATUS : **Fixed Term Contract – 12 Months (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 be responsible for the specialist identification and resolution of hardware and software problems and malfunctions on the LAN environment.

Key Responsibility Area

To ensure Incidents are handled with 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; To Provide technical advisory service to SITA customers.

Qualifications and Experience

Minimum of: 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.

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; Software configuration management.

Technical Skills: Proficiency in routing and switching technologies; ITIL; Voice over IP; Microsoft administration and related services; Configuring Windows Devices; Excellent IT skills and computer literacy.

Other Special Requirements

The incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies. A valid Driver's License and own transport is an added advantage.

How to apply

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

Closing Date: 02 August 2018

Disclaimer

SITA is an 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 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.
- Applications from Recruitment Agencies will not be considered.