



VACANCY

REFERENCE NR	:	VAC00688/24
JOB TITLE	:	End User Computer Technician
JOB LEVEL	:	C1
SALARY	:	R 245 607 – R 368 411
REPORT TO	:	Specialist EUC
DIVISION	:	Service Management
Department	:	PROV NC: EUC
LOCATION	:	Springbok – NC
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide remote and onsite LAN and Desktop technical support to Workstations and Network Infrastructure, ensuring that the clients requirements are always met and their expectations exceeded.

Key Responsibility Areas

- Provide first and second level LAN and Desktop support.
- Install and configure new IT equipment.
- Implementation, customization and maintenance of the remote software deployment.
- Provide support to the enterprise's local IT and software resources.
- Provide LAN & desktop advisory services to clients.

Qualifications and Experience

Minimum: Grade 12 plus National Higher Certificate in IT (NQF Level 5) with A/N+ either as a subject of the Certificate OR as a separate certification (expiry irrelevant). Added advantage: The S+ & Microsoft 365 Certified: Modern Desktop Administrator Associate MD – 100: Windows 10 and MD – 101: Managing Modern desktops will be a considered advantage.

Experience: At least 1-year corporate experience in the Service Management / End User Support Environment, OR Call Centre Agent experience with 1 – 2 years relevant experience in the End User Computing services and related LAN Infrastructure Services. Maintenance and support service of the End User Computing Services relating to all LAN Infrastructure Services such as servers, desktops, LAN cabling, switches and other LAN peripherals. Maintenance and support to ensure the availability of the services according to prescribed procedures, policies, standards and SLA's. Ensure the resolution of hardware and software service requests, incidents and problem within End User Computing and all related LAN Infrastructure.

Technical Competencies Description

Knowledge of: Desktop operating systems and application. Network cabling and telephony system. Security software and hardware. Technical support and maintains of the application system(s), hardware and software End User Computer and LAN infrastructure principles and topology, Internet protocols, services. Routing and switching technologies. ITIL. Procedure, Policies and standards.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Outcomes driven, Planning and Organizing, Decision-making.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: www.eservices.gov.za and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access www.eservices.gov.za then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact egovsupport@sita.co.za OR **call 080 1414 882**

CV`s sent to the above email addresses will not be considered.

Closing Date: 07 August 2023

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 members of 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 applicant`s documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.