



## VACANCY

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|------------------------|---|--|
| <b>REFERENCE NR</b>    | : | <b>VAC01361, 1679</b>  |
| <b>JOB TITLE</b>       | : | <b>End User Computing Field Support Technician X2</b>                    |
| <b>JOB LEVEL</b>       | : | <b>C1</b>  |
| <b>SALARY</b>          | : | <b>R 245 607 - R 368 411</b>   |
| <b>REPORT TO</b>       | : | <b>Specialist: Server Administrator or Specialist: EUC Field Support</b> |
| <b>DIVISION</b>        | : | <b>Prov KZN: Provincial Management.</b>                                  |
| <b>DEPT</b>            | : | <b>Prov KZN: Network and Service Management</b>                          |
| <b>LOCATION</b>        | : | <b>SITA Durban</b>   |
| <b>POSITION STATUS</b> | : | <b>Fixed Term Contract - 36 Months (Internal &amp; External)</b>         |

### 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 & 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; and Provide LAN & desktop advisory services to clients.

### Qualifications and Experience

**Required Qualification:** 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).

**Experience:** At least one-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 Infrastructures 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

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

Skills: Application Development; Application Maintenance and Support; Customer Relationship Management; and Hosting Management. Leadership Competencies: Customer Experience; and Collaboration; Outcomes driven;

Innovation; Planning and Organising; Creative Problem Solving; and Decision-making. Interpersonal/behavioural competencies: Active listening; Attention to Detail; and Continuous Learning.

### **Other Special Requirements**

Must be in possession of a valid driver's license and have own vehicle available for business use. Will be required to perform standby duties. May be required to perform Call Coordination and or Remote Support duties.

### **How to apply**

1. To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For queries/support contact the following people: [Prudence.masola@sita.co.za](mailto:Prudence.masola@sita.co.za), [Buyiswa.Sicwebu@sita.co.za](mailto:Buyiswa.Sicwebu@sita.co.za) and [Zanele.sompini@sita.co.za](mailto:Zanele.sompini@sita.co.za)

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

**Closing Date: 17 December 2021**

### **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