



## VACANCY

REFERENCE NR	:	VAC00627, VAC01013 & VAC01156
JOB TITLE	:	End User Computing Technician X 3
JOB LEVEL	:	C1
SALARY	:	R245 607 – R368 411
REPORT TO	:	Specialist: End User Computing
DIVISION	:	Service Management: EUC
DEPT	:	Coastal Region
LOCATION	:	SITA Western Cape
POSITION STATUS	:	24 Months- Fixed Term Contract (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 & desktop support within SLA targets. Install and configure new IT equipment within SLA targets. Implementation, customisation 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. Day to day administrative tasks.

### 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).

**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

**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.

**Interpersonal/behavioural competencies:** Active listening, Attention to Detail, and Continuous Learning.

### Other Special Requirements

Valid driver's License and reliable transport for onsite support.

### How to apply

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://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](http://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](mailto:egovsupport@sita.co.za) / [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za) OR call 080 1414 882

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

**Closing Date: 16 May 2023**

#### **Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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 considered.