



VACANCY

REFERENCE NR	:	VAC00691/24
JOB TITLE	:	End User Computing Technician
JOB LEVEL	:	C1
SALARY	:	R245 607 – R368 411
REPORT TO	:	Specialist: End User Computing
DIVISION	:	GP: Provincial and Local Consulting
DEPT	:	Prov GP: WAN & EUC SAPS
LOCATION	:	SITA Centurion
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide remote LAN and Desktop technical support to Workstations and Network infrastructure, ensuring that the client's 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.
- Provide LAN & desktop advisory services to clients.
- Fault and request management
- Call reporting on faults and requests
- Report submissions

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 of corporate experience in the Service Management / End User Support Environment, OR Call Centre Agent experience with 1 – 2 years of relevant experience in 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 SLAs. Ensure the resolution of hardware and software service requests, incidents, and problems within End User Computing and all related LAN infrastructure. Leadership ability toward growth within the team.

Technical Competencies Description

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

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 the 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 a profile, update your profile, browse, and apply for jobs;

Or, if a candidate has registered on the 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 a profile, update your profile, browse, and apply for jobs

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

CVs sent to the above email addresses will not be considered

Closing Date: 12 October 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 with shortlisted candidates only.
- CVs from Recruitment Agencies will not be considered.