VACANCY - 2847		

REFERENCE NR	:	VAC01024/26
JOB TITLE	:	**End User Computing Technician**
JOB LEVEL	:	**C1**
SALARY	:	**R 257 888 – R 386 832**
REPORT TO	:	**Specialist: End User Computing**
DIVISION	:	**Prov KZN: Service Management**
DEPT	:	**Prov KZN: EUC DOD & Municipalities**
LOCATION	:	**SITA KZN Durban**
POSITION STATUS	:	**36 - Months - Fixed Term Contract (Internal & External)**

Purpose of the job

To deliver End User Computing (EUC), LAN and Desktop support services within a distributed computing environment, ensuring optimal availability, reliability, and performance of ICT infrastructure within the DOD environment. The role is responsible for service delivery execution aligned to SLA targets, ITSM processes, and DOD/SITA governance frameworks, ensuring compliance with agreed service levels, policies, and operational standards.

Key Responsibility Areas

- Provide 1st & 2nd line EUC, LAN and desktop support across multiple sites and locations, including onsite and remote support.
- Support skills transfer and collaboration with client-based LAN support personnel (LANAs).
- Install, configure, and maintain ICT equipment and systems.
- Log and manage calls via ITSM, ensuring compliance with SLA response and resolution targets (MTTA/MTTR).
- Resolve incidents, service requests, and problems within SLA timelines.
- Ensure compliance with security policies, patching, antivirus, and access control requirement.
- Support change, configuration, and asset management processes.
- Maintain accurate documentation and contribute to SLA performance reporting.
- Escalate and communicate issues in line with defined procedures and governance frameworks.

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 an End User Support / Service Management environment, OR 1–2 years' experience as a Service Desk Agent with exposure to End User Computing services and related LAN infrastructure. Experience must include maintenance and support of desktops, servers, and LAN infrastructure (cabling, switches, peripherals), as well as troubleshooting hardware and software issues. Must ensure service availability in line with prescribed policies, procedures, standards, and SLA requirements, and handle incidents, service requests, and problems using ITSM tools within SLA-driven environments. Exposure to working within defined response and resolution time targets will be an added advantage.

Technical Competencies Description

Knowledge of: Desktop operating systems and enterprise applications, LAN infrastructure (cabling, switching, routing fundamentals), ITIL and IT Service Management processes, Security tools, antivirus, and patch management, ICT policies, procedures, and SLA-driven environments

Skills: Troubleshooting and problem-solving, ITSM tools and call management systems, Communication and stakeholder engagement, Ability to work within structured SLA and compliance-driven environments

Other Special Requirements

- Must possess a valid driver's licence and have a reliable vehicle available for business use.
- Willingness to work standby, after-hours, and call-out support as required.
- Must be able to obtain and maintain positive security clearance.

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: 31 March 2026

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.
- 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 performance contract, assessment recommendation, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered into with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.