



**VACANCY - 2836  
RE ADVERTISEMENT**

|                        |          |                                                            |
|------------------------|----------|------------------------------------------------------------|
| <b>REFERENCE NR</b>    | <b>:</b> | <b>VAC00178/27</b>                                         |
| <b>JOB TITLE</b>       | <b>:</b> | <b>End User Computing Technician</b>                       |
| <b>JOB LEVEL</b>       | <b>:</b> | <b>C1</b>                                                  |
| <b>SALARY</b>          | <b>:</b> | <b>R 257 888 – R 386 832</b>                               |
| <b>REPORT TO</b>       | <b>:</b> | <b>Specialist: End User Computing</b>                      |
| <b>DIVISION</b>        | <b>:</b> | <b>Prov KZN: Service Management</b>                        |
| <b>DEPT</b>            | <b>:</b> | <b>Prov KZN: EUC SAPS</b>                                  |
| <b>LOCATION</b>        | <b>:</b> | <b>KZN: Durban Areas</b>                                   |
| <b>POSITION STATUS</b> | <b>:</b> | <b>36 Months - Fixed Term Contract (Internal/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, 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.

**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.

**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

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](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) OR call 080 1414 882

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

**Closing Date: 27 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.