



VACANCY

REFERENCE NR	:	VAC00326/25
JOB TITLE	:	Specialist: End User Computing Field Support
JOB LEVEL	:	C5
SALARY	:	R 455 638 - R 683 457
REPORT TO	:	Consultant: End User Computing
DIVISION	:	Prov KZN: Provincial Management
DEPT	:	Prov KZN: EUC SAPS
LOCATION	:	SITA Pietermaritzburg
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To provide LAN and System support on IT Infrastructure, planning and design, including the implementation and maintenance of the network systems (LANs, LAN internetworking, and connections with the LAN environment). The incumbent will be responsible for the specialist identification and resolution of hardware and software problems and malfunctions on the LAN environment. The individual will lead a team of LAN Support technicians and will be responsible for the specialist identification and resolution of hardware and software problems and malfunctions on the LAN environment.

Key Responsibility Areas

To lead a team of LAN support technicians. To ensure incidents are effectively handled within SLAs. To provide LAN and desktop support to the client. To perform daily administrative tasks and provide feedback to Consultant: LAN Support and clients. To Provide applicable training and mentorship to LAN & desktop resources. To assist with new projects and execute on contracted Project deliverables. To provide technical advisory service to SITA customers.

Qualifications and Experience

Minimum: 3-year Diploma/Degree in Computer Science, IT or equivalent.

Experience: 3 - 5 Years working experience in the respective field. 3 years' experience in the provision of ICT solutions and services.

Technical Competencies Description

Knowledge of: Knowledge of various Operating Systems Knowledge of Project Management Principles Knowledge of public sector business Knowledge of ITC Products and services Knowledge of industry best practices, eg ITIL, CoBIT the incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies.

Skills: Communication skills: Good communication and verbal skills; good documentation skills; strong interpersonal skills; excellent customer support attitude. Ability to self-manage; attention to detail; problem solving; decision making and analytical skills

Other Special Requirements

Requires valid driver's license and own reliable vehicle for official 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, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Log in 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: 02 April 2024

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.