ED: Operations

ICT SERVICES

2486- IT Support Technician

(Ref. 2486)

Number of positions: 01

Peromnes grade: 10

Note that this is a professional position.

Minimum qualification level: National Diploma

Relevant qualification: Information Technology

Number of years experience: 2

Core purpose:

To provide timeous PC/Network based solutions to meet customer’s hardware, software and network requirements and needs, and to assist them to use and maintain such ICT solutions

Key performance areas:

To provide support for end users PC Software, hardware and network requirements

To provide support for the computer laboratories PC software, hardware and network requirements

To advise and assist end users in the basic use of the NMMU’s internal network and standard applications

To advise end users on their specific hardware and software needs

To advise end users on what software and hardware meet NMMU standards

To move ICT related equipment and consumables between user locations

Core competencies:

Possess good knowledge of the ICT, institutional and lab policies and procedures

Possess good knowledge of current trends, legislation and acts in Information Technology

Possess strong IT technical and Server Administration skills

Possess an in depth knowledge of computer software and hardware, as well as a good working knowledge of network infrastructure and server environment

Has confidence in her/his ability as well as willing to listen/ consider other inputs

Possess good problem solving skills

Is capable of working under pressure and without supervision

Possess good interpersonal and communication skills

Be capable to function effectively as part of a team

Be focused on the needs of the ICT clients

Additional information:

In order to be considered for appointment to this post, candidates must have a Matric and preferably 3 years Information Technology qualification, plus have a minimum of 2 years’ experience in a similar working environment.

Closing date for applications:

1 July 2011

Contact Information:

For additional information regarding the post itself please contact the person listed below.

For benefits and salary related queries contact:

Name: Mr Sizo Jacobs

Telephone: 0415042473

Deputy Director: ICT

Name: Ms Alison Moller

Telephone: 041 504 3209