

**IT TECHNICIAN**

[Two (2) posts] Reference number/s: See Table below Starting Salary Level and Notch: 7 (1) Starting Salary Notch Value: R257 508 Site: See Table below

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| page1image7473408**Reference number**  | **Site where post is located**  | **Enquiries**  |
| page1image7406720MTH/PP/11/2021  | Central Office, Vryheid  | Mr RN Mkhize (034 980 1010)  |
| page1image7409024MTH/PP/12/2021  | Vryheid Campus, Vryheid  | Mr T Bophela (034 980 1018)  |

**Inherent requirements are: Education and training:** Recognised National Diploma in Information Technology (IT)/Computer Science or equivalent. Added Advantage: A+, ITIL v3 Foundation. Valid Code B driver’s licence. At least 1 – 2 years’ experience in IT environment. Software and hardware support (Windows Microsoft) experience. **Knowledge:** IT hardware and software. Understanding of Desktop, Networking and Voice communication infrastructure. Program installations. Understanding of IT Help Desk operation. Full comprehension of IT first and second line of IT support. Effective customer relation. BAS (Desktop). PERSAL (Desktop). COLTECH (Desktop). Vulindlela. MIS systems and any related Systems (Desktop). **Skills:** Communication, Good interpersonal skills and attention to details, ability to prioritise, ability to interpret challenges to the users, ability to interact with service providers, time management. **Values/Attitudes**: Professional, client-oriented, integrity, loyal, customer relations.

**Duties:** Assist in management of Service Desk and Desktop support function services. Install, maintain and support telephone system and network. Provide technical support of the configuration, installation, repair and replacement of computers, printers and telephones. Provide support of data migration during computer setup. Render IT information management services: Plan develop and improve computer based information systems. Gather and analyse user’s issues in ICT and provide solutions. Provide assistance on ICT related project activities.