

# UNIVERSITY OF SOUTH AFRICA

**DEPARTMENT: ICT**  
**POSITION : USER SUPPORT TECHNICIAN (P8)**  
**One (1) YEAR FIXED TERM CONTRACT**  
**1 POSITION Middleburg**  
**1 POSITION Port Elizabeth**  
**1 POSITION Mthatha**  
**Ref : User/Support/ Technician/P8/23184-XM/2019**

The purpose of the job is to provide End User Support on ICT Equipment e.g. Install, debug, maintain workstations (desktops, laptops and thin clients) and peripherals, take responsibility for administration and communication. So that users can work effectively and efficiently,

## Requirements

- Grade 12 + National Diploma or Bachelor degree in IT
- Certification in technologies (A+, N+ or MCSE)
- Valid SA Drivers Licence (EB+)

## Experience:

- 4 Years' Experience in ICT
- Supporting the following Microsoft technologies: Microsoft Operating systems (OS) e.g. Windows 7 and 10, Microsoft Office (Word, Excel, Outlook, Access, Projects, PowerPoint, etc.) Office 365
- Support knowledge on all Microsoft based products used on campus (as per background)
- Able to configure and maintain desktop printers. (Local and Network Printers, MFD')
- Working knowledge of Networks, Server, VoIP and System Centre Configuration Management
- Good interpersonal skills are a necessity. Similarly, are well-developed telephone support skills essential.
- The person should be able to work under pressure, independently and without supervision.
- The person must have an analytical & technical nature in order to determine the underlying reason for a particular problem and "think out of box".
- Experience in call logging systems.
- Experience in remote desktop support.
- Cloud Computing e.g. Office 365

## Knowledge of:

- Microsoft technologies
- Microsoft based products used on campus
- Policies and Procedures
- Microsoft Office and Office 365
- Local and Network Printers (MFD)

## Recommendations

- Experience in call logging systems.
- Experience in remote desktop support.

## Duties

- Withdraw equipment from ICT store, prepare, install, configure and test the ICT computer equipment for users on request.
- Establish and maintain network connectivity on all ICT computer equipment where required.
- Maintain computer equipment (desktops, laptops and thin clients, Mobile devices) and peripheral hardware on UNISA campuses
- Install, support and maintain operating systems, standard approved application software and specialized software applications as stipulated in background section.
- Service and maintain specialized equipment like laser scanners in use at Despatch, Telecommunication devices VIOP and BYOD (Bring your own device).
- Move, install, configure and test computer assets for individual users where users move to other departments or departments or parts thereof moves to a new location.
- Debug and test computer equipment after changes occurred to the infrastructure & operations
- Maintain and support MFD's and all desktop printing.

**Assumption of duty:** As soon as possible.

**Salary:** Remuneration is commensurate with the position

**Closing date:** **13 March 2020**

**Enquiries:** 012- 429 8648 – Ms. X Malindisa: HR Staffing: Contract Appointments  
012-429 3307 – Mr. Jakes Jacobs: ICT

- **The completed prescribed application form must be accompanied BY COMPREHENSIVE CURRICULUM VITAE and ORIGINAL certified copies (within the previous six months) of;**
  - all educational qualifications,
  - identity document; and
  - proof of SAQA verification of foreign qualifications (if applicable)
- **UNISA reserves the right to authenticate all qualifications without any further consent from the applicant.**
- **The contact details of three contactable references must be provided, one of which must be from your present employer.**
- **The prescribed application form is obtainable from: <http://www.unisa.ac.za/vacancies>**
- **Late, incomplete and incorrect applications will not be considered.**
- ***Appointments will be made in accordance with Unisa's Employment Equity Plan.***

Applications must be submitted in an envelope clearly marked with the name of the relevant College and/or Department, the position applied for and the reference number of the position. If you apply for more than one position, each application must be in a separate envelope.

- **Applications must be posted to UNISA, HR: Staffing, PO Box 392, Unisarand, 0003.**
- **Hand delivered applications for Muckleneuk Campus can be deposited into the Application Box marked HUMAN RESOURCES situated at Muckleneuk Campus: OR Tambo Building, Main Entrance, 3<sup>rd</sup> Floor, Main Entrance.**

We welcome applications from Persons with Disabilities



**All applications should reach UNISA before 16h00 on the closing date.**

Correspondence will be limited to short-listed candidates only. If you have not been contacted within two months after closing date of this advertisement, please accept that your application was not successful.