

UNIVERSITY OF SOUTH AFRICA

APPLICATIONS ARE HEREBY INVITED FROM THE FOLLOWING CATEGORIES OF CURRENT EMPLOYEES/WORKERS AT UNISA:

- PERMANENT EMPLOYEES:
- FIXED TERM EMPLOYEES:
- TEMPORARY EMPLOYMENT SERVICES (TES)
- EMPLOYEE/APPLICANT WHO, AT THE TIME OF THE ADVERTISEMENT WAS ACTIVE IN ONE OR ANY CATEGORY OF EMPLOYMENT MENTIONED ABOVE WITHIN THE UNIVERSITY

APPLICANTS ARE REQUESTED TO STATE THE DEPARTMENT TO WHICH THEY ARE CONTRACTED

DEPARTMENT: ICT SYSTEMS AND OPERATIONS

DIRECTORATE: ICT SERVICE MANAGEMENT (DESKTOP SUPPORT)

POSITION: DESKTOP SUPPORT TECHNICIAN (REGIONAL) (P8) X2

Mthatha X1

Bloemfontein (Kimberly and Kroonstad) X1

(REF: ICT/RDST/P8/2022/MC)

To provide end user support services (hardware and software) and ensure on time and in quality resolution of incidents and service requests.

Requirements

- Grade 12 (Matric) plus a Bachelor's Degree or National Diploma ICT qualification
- Minimum of 4 years' experience in a desktop support role
- Must have a code EB driver's license or valid international equivalent

Recommendation:

- Relevant computer courses like A+ N+ and MCSE will be advisable and recommended.

Behavioral Competencies

- Living the values of the organisation and practicing the 11Cs + 1
- Adaptability/Flexibility - Job requires being open to change (positive or negative) and to considerable variety in the workplace
- Customer/Client Service skills
- Interacting and presenting- communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.
- Problem solving – Use a combination of logic, analysis, experience, wisdom, and advanced methods to make sound, timely decisions to solve difficult and creates effective solutions.
- Adapting and coping- adapts and responds well to change. Manages pressure effectively and copes well with setbacks.

Technical Competencies

- An in-depth knowledge of the latest Microsoft Operating System environment and Microsoft packages.
- An in-depth knowledge of computer end user support on hardware and software of computers and peripherals is essential.
- The incumbent must have good communication skills and the ability to convince in a tactful manner.

Duties

- User Support Services
- Administration
- Communication and Liaison

Assumption of duty: As soon as possible

Salary: Remuneration is commensurate with the responsibilities attached to the Position

Closing date: 10 April 2023

Enquiries: (012) 429 2801 (Ms M Chetty: HR Staffing and Client Services)

Applications must be emailed to chettm@unisa.ac.za

- Vacancies can be viewed on <http://www.unisa.ac.za/vacancies>
- **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,
 - academic transcripts/records;
 - identity document; and
 - proof of SAQA verification of foreign qualifications (if applicable)
- **The contact details of three contactable references must be provided, one of which must be from your present line manager.**
- **The prescribed application form (APPLICATION FOR A PERMANENT ADMINISTRATIVE OR PROFESSIONAL POST) is obtainable from the above-mentioned website.**
- **UNISA is not obliged to fill an advertised position.**
- **Late, incomplete and incorrect applications will not be considered.**
- *Appointments will be made in accordance with Unisa's Employment Equity Plan and other applicable legislation.*

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.