



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20240321/1488
BPS Vacancy Number:	VAC00297
Job Title:	End User Computing Technician
Job Level:	C1
Vacancy Type:	Internal & External
Salary Range:	R257888.00 - R386832.00
Organisation Name:	State Information Technology Agency
Division:	SM: Exec Service Management
Department:	Prov KZN: EUC Projects
Employment Type:	Contract
Contract Duration:	12 - Months Fixed Term Contract
Location:	Newcastle
Number Of Openings:	1

Purpose of Job:

To provide remote and onsite EUC technical support to Workstations and Network infrastructure, ensuring that the clients requirements are always met and their expectations exceeded

Responsibilities:

Provide first and second level LAN desktop support Provide support to the enterprises local IT and software resources Implementation, customisation and maintenance of the remote software deployment Install and configure new IT equipment Provide LAN desktop advisory services to clients

Qualifications and Experience:

Grade 12 PLUS National Higher Certificate in IT NQF Level 5 with A N either as a subject of the Certificate OR as a separate certification expiry irrelevant
 Experience At least one year corporate experience in the Service Management End User Support Environment, OR Call Centre Agent experience with 1 to 2 years relevant experience in the End User Computing services and related LAN Infrastructures Services Maintenance and support service of the End User Computing Services relating to all LAN Infrastructure Services such as servers, desktops, LAN cabling, switches and other LAN peripherals Maintenance and support to ensure the availability of the services according to prescribed procedures, policies, standards and SLA s Ensure the resolution of hardware and software service requests, incidents and problem within End User Computing and all related LAN infrastructure

Knowledge:

Desktop operating systems and application Network cabling and telephony system Security software and hardware Technical support and maintains of the application system s , hardware and software End User Computer and LAN infrastructure principles and topology, Internet protocols, services Routing and switching technologies ITIL Procedure, Policies and standards

Technical Competencies

Application Development

The specification and design of software to meet defined requirements by following agreed design standards and principles. The definition of software, components, interfaces and related characteristics. The identification of concepts and patterns and the translation into a design which provides a basis for software construction and verification. The evaluation of alternative solutions and trade-offs. The facilitation of design decisions within the constraints of systems designs, design standards, quality, feasibility, extensibility and maintainability. The development and iteration of prototypes/simulations to enable informed decision-making. The adoption and adaptation of software design models, tools and techniques based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Customer Relationship Management

The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result. CRM & Client Contract Management

Hosting Management

Data Centre, Cloud

Application Maintenance and Support

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

Interpersonal and Behavioural Competencies

Active listening

The ability to fully concentrate on what is being said rather than just passively 'hearing' the message of the speaker.

Attention to Detail

The ability to ensure information is complete and accurate.

Continuous Learning

The ability to constantly expand one's skill set.

Additional Requirements

Drivers Licence Essential

How to apply

To apply please log onto the e-Government Portal: <http://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 <http://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 support, please send an email to: egovsupport@sita.co.za or Call: 0801414882

Closing Date : 16 Apr 2024

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan Correspondence will be limited to short listed candidates only Preference will be given to members of designated groups

1 If you do not hear from us within two months of the closing date, please regard your application as unsuccessful

2 Applications received after the closing date will not be considered Please clearly indicate the reference number of the position you are applying for

3 It is the applicant s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority SAQA

4 Only candidates who meet the requirements should apply

5 SITA reserves a right not to make an appointment

6 Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant s documents Qualifications , and reference checking

7 Correspondence will be entered to with shortlisted candidates only

8 CV s from Recruitment Agencies will not be considered

9 CV s sent to incorrect email address will not be considered

*****NB: EMAILED CV'S WILL NOT BE ACCEPTED*****