



VACANCY ADVERTISEMENT

Vacancy Information Download

Reference Number:	SITA/20240721/1789
BPS Vacancy Number:	VAC00741/25
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:	National and Regional Consulting
Department:	Prov MP: End-User Computing (EUC)
Employment Type:	Permanent
Location:	Middelburg
Number Of Openings:	1

Purpose of Job:

To provide remote and onsite LAN and Desktop 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. Install and configure new IT equipment. Implementation, customisation and maintenance of the remote software deployment. Provide support to the enterprise's local IT and software resources. Provide LAN & desktop advisory services to clients.

Qualifications and Experience:

Minimum: 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 - 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

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.

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

N/A

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@sitaco.co.za or Call: 0801414882

Closing Date : 26 Jul 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*****