



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	KZNPG/20240404/1716
Advert Reference Number:	Ref No: DTP031/04/24
Job Title:	First Line Support Officer
Job Level:	Paterson B4
Vacancy Type:	External
Salary:	R229,200 to R320,900
Department:	DUBE TRADEPORT
Component:	HEAD OFFICE
Employment Type:	Permanent
Center:	Dube iConnect
Number Of Posts:	1

#### Duties/Responsibilities:

To manage the Dube iConnect network(s) ensuring that all services are delivered within their SLAs.

**Service Management**  
Assist the Network and Data Centre Teams to operate the Network, Voice and Wireless environment to ensure that they meet the correct levels of compliance requirement with both uptime and incident SLA obligations.  
Work closely with the Dube iConnect commercial team to resolve any client IT related problems.  
Provide 1st line network, voice and data centre support, where required.  
Manage 3rd Party service providers.

**ICT Support and HelpDesk Operation**  
Respond to all faults logged with respect to services provided via the Dube iConnect network.  
Update the Incident Management System with all relevant details and progress calls as required through the relevant call categorisations.  
Communicate all environment changes to Operations team, Project Management team, Commercial team and Manager Operations.  
Communicate all environmental changes to Dube iConnect clients, where relevant.  
Provide support to clients on calls logged on the incident management system as part of existing helpdesk/service desk support team.

**Operations Planning**  
Work closely with the ICT Projects team to assist with new IT installations (Upon approval from the Operations Manager).  
Work closely with other DTPC divisions and external organizations to schedule and implement solutions that are required for DTPC's own use and collaborate with other Dube iConnect staff in the implementation thereof.

**Reporting**  
Provide weekly reports on SLA compliance and Helpdesk statistics to the Manager Operations Manager and Senior Manager Dube iConnect.  
Provide weekly reports on maintenance and operational activities.

#### Qualifications and Experience:

Diploma or equivalent in Computer Science, Information Technology or similar.  
CCNA Certification is preferred.  
MCSE is preferred.  
ITIL Certification is preferred.  
Minimum 1 year ICT helpdesk experience.  
Code EB drivers license would be preferable.

#### Essential Knowledge, Skills and Competencies Required:

Knowledge and experience with Voice (SIP & VOIP protocol), WLAN and Network technologies.  
Knowledge of configuring and managing network switches (Cisco and Ubiquity).  
Understanding of broadband services, fibre to the business (GPoN OLT, ONU and splitters).  
Ability to install and configure various Microsoft products.  
Basic understanding of the operation of a VMware environment.  
Knowledge of and exposure to ITIL concepts.  
Computer Literacy (Ms Office: Word, PowerPoint, Excel)

#### Additional Information

Analysis and problem solving, Systematic thinking, Judgement and decision making, Industry awareness, Stress tolerance, Flexibility, Learning focus, Energy, Reliability, Self-reliance, Managing change, Impact and credibility, Teamwork, Proactive communication, Developing relationships, Planning, organizing and prioritizing, Customer, results and quality focused, Technical and professional knowledge / skills.

#### How to apply

To apply please log onto the e-Government Portal: <https://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 <https://www.eservices.gov.za/>, then follow the below steps:

1. Click on “Employment & Labour”;
2. Click on “ Click on KZN Provincial Government e-Recruitment Vacancies, S'Thesha Waya Waya”;
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: [KZNHelpDeskRecruit@KZNpremier.gov.za](mailto:KZNHelpDeskRecruit@KZNpremier.gov.za)

Closing Date : 26 Apr 2024

Disclaimer

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- a) The KwaZulu-Natal Provincial Government and all KwaZulu-Natal Provincial Public Entities are equal opportunity, affirmative action employers, and preference may be given to suitably qualified candidates from designated groups in terms of the Employment Equity Act, 1998. The filling of posts may also be guided by the Departments/ Entities Employment Equity plan/targets.
- b) If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- c) Applications received after the closing date will not be considered.
- d) Please clearly indicate the name of the post and reference number of the position for which you are applying.
- e) Applicants applying for posts in KZN Government Departments via the online e-Recruitment system, must upload a copy of their CV onto the system. Certified copies of supporting documents need not accompany your application and CV, as these will be requested from shortlisted applicants only.
- f) Applicants applying for posts in KZN Public Entities via the online e-Recruitment system, must upload copies of all documents, including certified copies of all documents stipulated in the advert of the Public Entity.
- g) It is the responsibility of the applicant to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA), prior to the time the qualification documents are requested to be submitted to the KZN Provincial Department or Public Entity.
- h) Only candidates who meet the requirements may apply.
- i) Appointment is subject to verification of the qualifications of the applicant, reference checking, and securing a positive security clearance, in circumstances where this is in relation to the requirement/s for appointment to the post applied for.
- j) Applications from Recruitment Agencies will not be considered.
- k) Applications sent to incorrect email address will not be considered.
- l) The respective Provincial Departments and Public Entities reserve the right not to make an appointment.
- m) The appointed candidate shall be required to sign a performance agreement.
- n) Reference checks and/or confirmation of employment will be done with the current employer and candidates are advised to include references from the current employment in their application/CV to facilitate this.
- o) The respective Provincial Departments and Public Entities reserve the right to regard a negative record on any verification check or risk assessment conducted, as sufficient grounds for refusal to select a candidate for appointment.

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All reasonable measures to protect the personal information of users will be taken, provided that for the purpose of this disclaimer (personal information) will be as defined in the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

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