

AGREMENT SOUTH AFRICA VACANCIES

ICT Helpdesk Technician (*Coordinator Level*)

(Remuneration: R424, 478.00 p.a.)

Reference number: ASA0008/2018

Purpose of the job

This individual will provide support on the ICT infrastructure, network and endpoints. The role includes daily monitoring of the network resources and the safe usage thereof which includes best practices, patching of computers and devices, as well as information security.

Key Responsibility Areas:

- To ensure Incidents are handled within acceptable set timeframe.
- To provide LAN and desktop support.
- To perform daily administrative tasks and provide feedback to manager.
- To provide applicable training and mentorship to LAN & desktop resources.
- Monitor and report on network capacity (internet bandwidth, switch ports etc)
- Ensure data integrity (patching of end points, servers, devices, applying data security best practices)
- To assist with new projects and execute on contracted project deliverables.
- To provide technical advisory service.

Qualifications and Experience Minimum:

- Grade 12 plus 3 year Diploma / Degree in Computer Science, and/or IT/ related qualification.
- Experience: 3 - 5 Years working experience of working in an IT support role, operating systems such as Microsoft Server and Windows Operating system / Linux with excellent knowledge and experience with MS Office.

Technical Competencies Description Knowledge of:

- Various Operating Systems as well as various software packages.
- Project Management Principles, public sector business.
- ICT Products and services, industry best practices, e.g. ITIL, CoBIT system used within the business.
- Business aspects of the application(s), and of technical aspects of the application system(s) and the hardware and software environment in which they run.

- Computer and network principles; LAN principles and topology; Internet protocols, services and Standards; Implementing LAN and Desktop Software; Quality of Service.
- Understanding of: Office applications; LAN Principles; Cabling Principles;
- Technical: A+; N+; Proficiency in routing and switching technologies; ITIL; Software configuration management.
- ISO\IEC12207, COBIT, ITIL); Modelling (e.g. BPMN, UML and IDEF0); IT Software Testing, Packaging and Release; RDBMS usage including Object Relational Mapping tools and practices.

Technical Skills:

- Proficiency in routing and switching technologies, ITIL; Voice over IP; Microsoft administration and related services.
- Configuring Windows Devices (70-697).
- Excellent IT skills and computer literacy.

Other Special Requirements

- The incumbent will be required to consult and interact with relevant Government Departments/Officials, Standards Generating Bodies, Accreditation and Certification bodies.

The candidate will be subjected to integrity checks before appointment is made. Interested parties should forward their CV's with your name, surname, position title and reference number on the subject line (e.g. Neo Segwe: Position interested in: Reference no: ASA0008) to email address agrement@agrement.co.za by no later than **31st December 2018**.

Agrément South Africa is committed towards increasing the representation of marginalized groups in line with its Employment Equity Policy.

Please note that correspondence and communication will be only be conducted with shortlisted candidates and that Agrément South Africa reserves the right to no make an appoint.

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