



ICT SUPPORT TECHNICIAN ADVERT

SALARY R368 091 – R433 048 PER ANNUM

Brief Overview of the Role

1. To install, maintain and repair hardware and software components of the EWSETA's applications and operating systems and to implement software and hardware changes.
2. To provide first line technology support relating to software and hardware technical issues involving core business applications and operating systems for end-users to maintain efficient business functions.
3. To set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
4. To maintain ICT Security standards and support disaster recovery solutions.
5. To provide basic technical support at the network level: WAN and LAN connectivity, routers.

1. Key Responsibilities

1. Application and Operating System Maintenance
2. Application and Operating System Support
3. Infrastructure
4. ICT Service Management
5. Teamwork and Self-Management

2. Requirements of the Role

Inherent Role Requirements		
Requirement	Minimum	Advantageous/Ideal
Qualifications:	National Diploma or Advanced Certificate or equivalent (NQF level 6) in information technology, computer science, software engineering, or a related field	Bachelor's degree or equivalent (NQF level 7) in information technology, computer science, software engineering, or a related field
Experience:	3 years' experience in ICT or which at least one year in ICT Service Support	
Training:	<ol style="list-style-type: none"> 1. Advanced Computer Literacy (MS Office package) 2. MTA Windows Operating System Fundamentals or related 3. MTA Windows Server Administration Fundamentals or related 4. MTA Networking Fundamentals or MCDST or MCSA Windows Server Administration or related 	<ol style="list-style-type: none"> 1. Project Management
Professional certification and membership of	Not Applicable	Certification as IT Technician (e.g., CompTIA A+, Microsoft Certified IT Professional) or other relevant certification.

Inherent Role Requirements		
Requirement	Minimum	Advantageous/Ideal
professional bodies		

3. Competency Requirements

Competency Requirements	
EWSETA TECHNICIAN COMPETENCIES (REFER TO EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Operational Decision Making ▪ Initiating Action ▪ Planning and Organising ▪ Communicating with Impact
EWSETA CORE COMPETENCIES (REFER TO EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Stakeholder orientation ▪ Building collaborative working relationships ▪ Driving for results ▪ Continuous learning ▪ Quality Orientation ▪ Demonstrating personal integrity
KNOWLEDGE	<ul style="list-style-type: none"> ▪ IP Networking and LAN cabling ▪ ITIL ▪ Azure Active Directory user and password management ▪ Microsoft InTune MDM for iOS and Windows devices ▪ Microsoft Domain environments, Microsoft Windows Server and Rolls, Microsoft Exchange; Active Directory, Group Policy, Azure Active Directory and O365 ▪ Microsoft Office 365 ▪ VoIP ▪ Cloud services ▪ Knowledge of analysis, implementation and evaluation of IT systems and their specifications ▪ Information technology principles, methodologies and procedures ▪ Information technology hardware and software
SKILLS (NOT LISTED IN EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Ability to troubleshoot hardware and application software issues ▪ Ability to provision, troubleshoot and provide diagnostics for network related issues ▪ Ability to prioritise, manage and perform under pressure to meet SLAs ▪ Verbal and written communication ▪ Report writing ▪ Analytical ability ▪ Interpersonal skills ▪ Relationship building ▪ Problem solving skills
ATTRIBUTES (NOT LISTED IN EWSETA'S COMPETENCY FRAMEWORK)	<ul style="list-style-type: none"> ▪ Attention to detail ▪ Able to work in a team ▪ Persuasive ▪ Initiative

Competency Requirements

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| | <ul style="list-style-type: none">▪ Assertive▪ Tolerant of stress and pressure▪ Creative▪ Proactive▪ Deadline driven▪ Able to interact at all levels of the organisation▪ Decisive and able to quickly react to changing environments |
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4. Application Process

Please see attached the full detailed Job Description for the role of the IT Technician and Support. CVs and Certified Qualifications of suitably qualified persons must be forwarded to recruitment@ewseta.org.za by no later than the Close of Business 12 April 2024 (i.e. by 16:30 p.m.). Enquiries may be directed to the HR Manager at 010 109 3250 or Mthenjwa Radebe at mthenjwar@ewseta.org.za. Applications received after the closing date will not be considered.

Correspondence will be limited to shortlisted candidates. EWSETA reserves the right not to make an appointment/s for the advertised post.

Appointment will be made in line with the EWSETA Employment Equity targets.

NB: Please use the name of the position on the subject line of your application email.