

## **SERVICE DESK TECHNICIAN x 3**

**INFORMATION TECHNOLOGY DEPARTMENT  
CORPORATE SERVICES CENTRE  
REFERENCE NUMBER: SM 02789**

**The Service Desk Technician will provide first-level technical support to the Group Ithala computer users.**

**The successful candidate will be required to:**

- Planning pre-installations.
- Installation of operating systems, printer drivers and desktop applications.
- Coordinate installation of hardware and peripherals of hardware and peripherals at user locations.
- Respond to service requests in accordance with specific business unit SLA's.
- Manage user accounts.
- Troubleshoot and escalate unresolved incidents.
- Maintain log of problems and resolutions.
- Participate in planned projects as required.

**The following entry requirements must be met in order to be considered for this position:**

- Matric. A+, N+, ITIL, Service Desk Technician Certificate.
- Two (2) years hardware and software support on desktops, laptops and printers.
- Ability to troubleshoot in a fast paced environment.
- Experience with user training.
- Experience with IBM/Lenovo desktops and laptops as well as Xerox, HP, Lexmark, Gestetner and Minolta printers and multifunction devices.
- Fluency in English and isiZulu.
- Has report writing skills.
- Has excellent problem solving skills.
- Has excellent communication and interpersonal skills.
- Ability to work independently.

### **ITHALA EMBRACES THE PRINCIPLES OF THE EMPLOYMENT EQUITY ACT**

**CLOSING DATE: 27 FEBRUARY 2012**

**INTERESTED APPLICANTS MUST FORWARD A DETAILED CV; CERTIFIED COPIES OF QUALIFICATIONS AND ID DOCUMENT BY E-MAIL TO [HR\\_recruitment1@ithala.co.za](mailto:HR_recruitment1@ithala.co.za) KINDLY ALSO INCLUDE A MOTIVATION OF HOW YOU MEET EACH OF THE ENTRY REQUIREMENTS LISTED ABOVE AND QUOTE THE REFERENCE NUMBER FOR THE POSITION. YOU MAY FAX THESE TO 086 225 4944.**

**PLEASE NOTE:**

- LATE APPLICATIONS AND APPLICATIONS WITH NO REFERENCE NUMBER WILL NOT BE CONSIDERED.
- E-MAIL USERS ARE REQUESTED TO SET THE DELIVERY OPTION ON BOTH "RETURN RECEIPT" AND "CONFIRM DELIVERY".
- CORRESPONDENCE WILL BE LIMITED TO SHORT-LISTED CANDIDATES. ALL SHORT-LISTED APPLICANTS WILL BE SUBJECTED TO ASSESSMENTS, REFERENCE AND CREDIT CHECKS. IF YOU HAVE NOT BEEN CONTACTED WITHIN 1 MONTH OF CLOSING DATE OF THE ADVERTISEMENT, PLEASE ACCEPT THAT YOUR APPLICATION HAS BEEN UNSUCCESSFUL.