

SENIOR SERVICE DESK TECHNICIAN

INFORMATION TECHNOLOGY DEPARTMENT
CORPORATE SERVICES CENTRE
REFERENCE NUMBER: SM 02788

The Senior Service Desk Technician will provide second-level advanced technical support to the Group Ithala computer users.

The successful candidate will be required to:

- Install desktop computers and peripherals at relevant locations.
- Test all software and applications for integrity before deploying to users.
- Create new desktop images for deployment with new standardised hardware.
- Create and manage computer and user accounts.
- Ensure network connectivity.
- Respond to incidents as logged in accordance with specific SLA's.
- Provide informal training to users and proactively share knowledge with users.
- Respond to new service requests from users as assigned by service desk agents.
- Maintain log of problems and resolutions.
- Participate in project rollouts 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, MCTS, MCSE.
- Four (4) 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.
- Experience in dealing with third party service providers.
- Code 08 drivers licence.
- 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 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.