

POSITION SPECIFICATION

POSITION	: Junior Desktop Technician
DEPARTMENT	: IT Services & Infrastructure
REPORTS TO	: Manager: IT Services & Infrastructure
APPLICATIONS TO	: https://forms.office.com/r/LJTkACAAaP
Closing date	: 30 November 2024

Job Summary

- Provide technical support to our staff, troubleshooting hardware and software issues, and ensuring smooth IT operations.

Key Performance Areas:

Responsibilities include, but are not limited to:

- Provide first-level technical support to end-users.
- Troubleshoot and resolve hardware, software, and network issues.
- Install, configure, and maintain desktop and laptop computers.
- upkeep and maintenance of the UPS and generator according to SOP and third-party SLA
- Assist with the setup and maintenance of peripheral devices (printers, scanners, etc.).
- Maintain and update the telephony system according to the relevant training manuals
- Document and track issues using a ticketing system.
- Collaborate with other IT team members to resolve complex issues.
- Provide excellent customer service and communicate technical information clearly to non-technical users.
- Troubleshoot system and network problems and diagnose and solve hardware or software faults.

Experience and Qualifications required

- Grade 12, Diploma in IT or related
- Certificates for Microsoft products. (Microsoft 365, Active directory Management, etc.(advantageous))
- At least 1-2 years end-user support experience
- Experience in a medical environment an advantage
- Knowledge of scheme rules and the application thereof an advantage

Knowledge and Attributes required

- End-user support knowledge
- Active directory knowledge
- Windows desktop knowledge
- Basic understanding of computer hardware, software, and networking.
- Strong problem-solving skills and attention to detail.
- Good verbal and written communication skills
- Ability to handle pressure and difficult or aggressive situations
- Professional attitude
- Team player and project oriented

Working Hours

- The operating hours are Monday to Fridays from 07:30 to 19:00.
- The appointment will be on a flexi schedule of eight hours per day, Monday to Friday with a thirty-minute lunch break.

If you are passionate about IT and eager to start your career in desktop support, we would love to hear from you!

Recruitment will be done as per Company EE plan.