

**SERVICE DESK TECHNICIAN: C1
INFORMATION TECHNOLOGY DEPARTMENT
(RE-ADVERTISEMENT)**

**ITHALA SOC LIMITED
DURBAN HEAD OFFICE
REFERENCE NUMBER: BN18006**

The Service Desk Technician will provide first-level technical support to the Ithala SOC Limited 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.
- Perform phone, remote and desk side support on software and hardware issues for all end-users.
- Respond to all service requests in accordance with specific business unit service level agreements
- 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:

- A (3) three year tertiary qualification in Computer Science / Information Systems / Information Technology.
- 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.
- Report writing skills.
- Excellent problem solving skills.
- Excellent communication and interpersonal skills.
- Ability to work independently.

All Short listed applicants will be subjected to assessments, references and credit checks.

ITHALA EMBRACES THE PRINCIPLES OF THE EMPLOYMENT EQUITY ACT

CLOSING DATE: 15 FEBRUARY 2018

INTERESTED APPLICANTS MUST FORWARD A DETAILED CV; CERTIFIED COPIES OF QUALIFICATIONS AND ID DOCUMENT BY E-MAIL TO HR_recruitment3@ithala.co.za KINDLY ALSO INCLUDES 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

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.