V A C A N C Y

ICT TECHNICIAN

Location: Head Office, Pretoria (Reference: PPSA 01/03/2024)
Remuneration: R294, 321.00 per annum plus benefits

Requirements:

A three (3) year National Diploma in Information Technology or System Support • A minimum of 3 years functional experience in ICT support.

Knowledge and Skills :

• Advanced computer literacy •Ethical conduct •Excellent interpersonal and communication (both verbal and written) skills, demonstrating outstanding ability to correspond with colleagues, internal and external customers •Analytical and organizational skills •Customer orientation/focus •Ability to multitask and work against short deadlines •Attention to detail •Initiative •Ability to maintain a high level of confidentiality.

Key responsibilities and Duties :

Preparation, installation and issuing of new equipment •Install and update software (e.g. Microsoft Office 365) on User workstations (Laptops/Desktops) •Troubleshoot user issues with business system access and connectivity •Troubleshoot and resolve user issues on IT systems •Logging of calls with different suppliers •Reconnect/Activate emails that are not functioning •Reduce turnaround time in resolving incidents and problems as stipulated in the incidents and problems Management Procedure manual •Ensure the right hardware and software specifications of IT related equipment are procured from 3th party suppliers, and ensuring all default configurations are as per business requirements •Connecting desktops and laptops to the network •Activate and terminate users profiles •Transferring data from old to new workstations in compliance with IT governance on logical security and anti-virus •Installations and configuration of local and network printers/scanners •Provide ICT support to PPSA Head Office, Provincial and Regional offices •Ensure proper management of ICT assets •Provide helpdesk first-line and second-line support •Support VPNra remote access technology •Support virtual platforms such as Zoom, Cisco Webex and Microsoft Teams. •Installation and support of VoIP Telephone systems across all PPSA offices.

Enquiries: Ms Lerato Motlhabi @ tel (012) 366 7103

Note: All appointments will be done in terms of the Public Protector Act and a 12-month probation period. The successful candidates will be expected to sign the secrecy declaration form and performance agreement within 2 months of accepting the position.

All successful candidates will have to undergo security clearance and vetting, and competency assessments may be conducted.

The office reserves the right not to fill the vacancies. Correspondences will be limited to the short-listed candidates. Should you not be contacted within 3 months, please consider your application to be unsuccessful.

Applications must be accompanied by a covering letter with a detailed CV and 3 references and including certified copies of qualifications and ID document. The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of presentively (race, gender and disability).

Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity presentively in the Office.

Please direct your application, stating the relevant reference number as follows:

For the attention of **Ms. Lerato Motlhabi** by email to **Applications01@pprotect.org**

Please quote the position title and reference number on the email subject line when applying.

CLOSING DATE: 15 MARCH 2024 @ 16:30