

V A C A N C Y

ICT Helpdesk Operator

Location: **Head Office, Pretoria**

Reference: **PPSA 04/06/2021**

Remuneration: **R208, 584.00 per annum plus benefits**

Requirements :

An appropriate 3 year National Diploma in Information Technology/System Support or any relevant Higher ICT certification • Two (2) years' experience in providing ICT support • Computer literacy (MS Windows, MS Office and Internet, desktop connectivity and related peripherals) • Experience with helpdesk/call management systems will be an added advantage.

Competencies :

Advanced computer literacy • Ethical conduct • Excellent interpersonal and communication (both written and oral) skills, demonstrating outstanding ability to correspond with colleagues, internal and external customers • Analytical and organisational skills • Customer Orientation/Focus • Ability to manage many tasks at once and work against short deadlines • Attention to detail • Initiative • Ability to maintain a high level of confidentiality.

Key Duties and Responsibilities:

Provide administrative support to the ICT unit • Provide first-level support to all staff on ICT and related problems • Respond to and deal with technical queries • Proactively provide ICT and related services to all staff • Ensure that all reported problems are recorded on the system, referenced and escalated to relevant ICT support personnel, as well as follow up on reported problems, document resolutions, generate incident reports and close all reported incidents and problems • Assist with installation and configuration of computer systems, upgrading and replacing hardware and troubleshooting computer problems • Support workstation software with patches, Internet connectivity, business applications and operating systems • Logging of calls to SITA for services • Logging of calls to different suppliers to report malfunctioning of hardware • Add + activate new users + deactivate those who resign on exchange • Reconnect/Activate emails that are not functioning. Update of Software (e.g. Microsoft Office) on User computers (laptops and/or desktops)

Enquiries:

Ms L Motlhabi, tel. (012) 366 7103

Note:All appointments will be done in terms of the Public Protector Act and a 12 month probation period which may be extended to 18 months will be applicable. The successful candidates will be expected to sign the secrecy declaration form and a performance agreement within 2 months of accepting the position.

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

The Public Protector South Africa reserves the right not to fill the vacancies.

Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificates, certificates of qualifications), a valid Driver's License(where required) and ID document.

Applications not complying with the above will be disqualified.

Correspondences will be limited to the short-listed candidates. Should you not be contacted within 2 months, please consider your application to be unsuccessful. The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representivity (race, gender and disability). Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Institution.

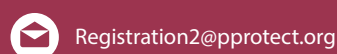
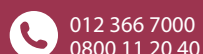
People with Disabilities will be given preference.

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

Head Office, Pretoria for the attention of **Ms P Moota** by email to **Applications@pprotect.org**

North West, Mafikeng for the attention of **Mr E Seeco** by email to **ApplicationsNW@pprotect.org**

Closing date: 11 June 2021 at 16:30



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