

# ICT Support

<b>Location:</b>	Port Elizabeth
<b>Job level:</b>	Junior/Mid
<b>Type:</b>	Permanent
<b>Company:</b>	<a href="#">Varsity College</a>

**Direct Reporting Line:**

Senior ICT Support

**Varsity College** is an educational brand of The Independent Institute of Education (The IIE). The IIE enjoys the reputation of being at the forefront of private higher education in South Africa and is registered with the Department of Higher Education and Training (DHET) to provide higher education qualifications accredited by the Council on Higher Education (CHE).

**The IIE's Varsity College, Nelson Mandela Bay Campus has a vacancy for an ICT Support.**

**Duties and Responsibilities:****Desktop Support**

- Answers, evaluates and prioritises logged requests for assistance from users requiring assistance with catalogue of services requests
- Logs and tracks calls using the incident and problem management database provided through the service desk
- Handles problem recognition (catalogue of services), isolation, resolution and follows on routine user incidents, and refers the undefined tasks (those not on the catalogue of services) to the campus Senior Support for resolution and further definition.
- Provide IT support to Staff, Students and Lecturers.

**Software and Hardware Installations and Support for Software and Hardware Installations**

- Installs desktop and laptop computers for use on campus with the relevant authorised software and completes the relevant documentation
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives
- Assists with set up and support for venues on campus or for training use
- Conducts regular and periodic testing of ICT testing equipment in campus venues to ensure operability, including but not limited to:
  - PCs
  - Audio visual equipment
  - Access point
  - Office automation
  - and fixes any issues identified

**Information Technology Administrative Functions**

- Liaises with service providers on information technology equipment and maintenance thereof
- Administers and maintains the ICT asset register and equipment tracker and completes necessary finance documents e.g. disposals
- Administers and maintains software, as per the agreed software list
- Maintains the information technology storeroom, server room and office by keeping it neat and tidy and free of any health and safety risks
- Trains and orientates staff on the use of hardware and software
- Complies with the requirements of The Protection of the Personal Information (POPIA) legislation

#### **Competencies Required:**

- Good interpersonal skills
- Good literacy and systems administration
- Time management and organisational skills
- Initiative and problem-solving prowess
- Strong communication skills
- Ability to cope in a pressured environment

#### **Minimum Qualification Requirements:**

- Minimum of a Higher Certificate/ Occupational Certificate Level 5 (NQF Level 5) in A+/N+.
- Advanced Certificate/ Diploma/Occupational Certificate Level 6 (NQF Level 6) in CCNA1/MCSE/MCTIP advantageous

#### **Minimum Work Experience Requirements:**

- Minimum of 6 months internship experience in ICT.

#### **Special requirements:**

- Driver's license (where public transport does not permit) and must be willing and to work the required ICT shift structure working hours.

**The IIE's Varsity College** is an Equal Opportunity Employer. However, preference may be given to previously underrepresented groups in accordance with the South African Employment Equity Act.

Posted on 23 Apr 10:36, Closing date 19 May

#### **Apply by email**

Mpilwenhle Mthembu  
[mmthembu@varsitycollege.co.za](mailto:mmthembu@varsitycollege.co.za)

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