



## **SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY**

### **ICT DEPARTMENT**

Sefako Makgatho Health Sciences University (SMU) offers professional health sciences training and education in a range of fields through excellence in teaching, learning, innovative research, and community engagement. SMU is situated in Ga- Rankuwa (North of Pretoria) and the following position(s) is/are currently available:

#### **Help Desk Administrator (1 post)**

Ref: 50/2023/KM/P9

The University is looking for an energetic individual who is passionate in the field of information communication and technology (ICT) who will provide first-line ICT Help Desk Administration services to the SMU community. He /she will report to the ICT department. The incumbent will ensure that the related administration and documentation services are provided and will further liaise with ICT staff and SMU community with regard to first line ICT services offering and support. He/she must meet the job requirements, competencies and be responsible for the key performance areas below:

#### **REQUIREMENTS**

- ICT Degree / Diploma and the required ICT certificates, A+, N+
- At least four (4) to six (6) year related experience in the field of ICT, specializing in ICT administration
- Experience with computer systems, LAN, WAN, Wi-Fi configuration & Microsoft/Linux environment
- Troubleshooting skills and good communication skills
- High level writing and analytical skills and language proficiency in English
- Proven experience in a Customer Care environment
- Excellent telephone skills
- Ability to maintain strict confidentiality
- Ability to work under pressure and meet deadlines
- Meticulous attention to detail and commitment to high standard of work
- Computer literate (Word-processing, Power Point, Excel, Internet & e-mail)
- Valid South Africa driver's license
- Willingness to work outside of normal working hours

#### **COMPETENCIES**

- Technical/professional knowledge and skills
- Excellent interpersonal, presentation and communication skills (written and spoken)

- Excellent report writing skills
- Personal impact, stature, and credibility with unquestionable integrity
- Problem solving and analytical skills
- Client service orientation
- Ability to work in various teams
- Ability to keep information confidential
- Planning and organizational skills Committed and dedicated work ethos
- Ability to work under pressure and meet deadlines

### **KEY PERFORMANCE AREAS**

- Logs all incoming ICT support calls using the appropriate help desk tools and co-ordinates problem solving activities of all resources inclusive of subcontractors
- Performs problem diagnosis and troubleshooting on incidents
- Schedule, escalate and prioritize support calls for attention for the most appropriate support team
- Tracks the status of all outstanding calls
- Provides telephone support as far as possible before escalating the problem to the qualified support team
- Act as the primary interface between the user community and the support staff.
- Close, document all incidents and service request within the agreed turn around time
- Measure and monitor user satisfaction levels
- Accumulate, processes and present ICT statistical reports on a daily, weekly and monthly basis
- Capturing all ICT asset into the database and dispatching the ICT equipment to the users
- Ensure compliance with the University's safety and health policies and procedures
- Contribute to the overall development of SMU, and actively improve institutional culture
- Any other duties assigned by the Manager and/or HOD

**Closing date: 5 July 2023**

**Applications from the employment agencies will not be considered.**

Typed applications (quoting the reference number) which should contain comprehensive curriculum vitae, certified copies of all qualifications and contact details of three referees, should be forwarded, for the attention of **Mr KM Mothabela**, to the Human Resources Department, P.O Box 68, Medunsa, 0204 or by e-mail at [hr.recruitment7@smu.ac.za](mailto:hr.recruitment7@smu.ac.za)

**The applications may also be posted OR hand delivered to (put in an application box):**

**Human Resources Department, 5<sup>th</sup> Floor, Clinical Pathology building, Sefako Makgatho Health Sciences University, Molotlegi street, Ga-Rankuwa, OR Human Resources Department, P.O Box, 68, MEDUNSA, 0204**

It is the applicant's responsibility to have foreign qualifications evaluated by the South African qualification Authority (SAQA). Failure to submit the requested documents/information will result in your application not being considered.

*Telephonic enquiries regarding conditions of service: (012) 521 4433.*

**The Sefako Makgatho Health Sciences University is an Equal Opportunity and Affirmative Action Employer.**

Correspondence will be limited to short-listed candidates only. Applicants who have not been contacted within 30 days of the closing date must consider their applications as unsuccessful.

**The University reserves the right not to make an appointment.**