



## SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY

### ICT DEPARTMENT

Sefako Makgatho Health Sciences University (SMU) is on a renewal path with exciting and unique opportunities to shape the training of medical and other health professionals, and scientists in general. We are on a vigorous campaign to attract top talent to join our exciting journey, as reflected in the opportunity below:

#### ICT TECHNICIAN (1 post)

Ref: 29/2024/KM/P10

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 Technician to the SMU community. The incumbent will ensure that the related technical support and administration thereof are provided and will further liaise with ICT staff and SMU community with regard to first line ICT Technical Services offering and support. He/She will report to Manager: Infrastructure Support Services and must meet the job requirements, competencies and be responsible for the key performance areas below:

#### REQUIREMENTS

- National Diploma in Information Communication Technology (ICT) **or** BSc Computer Science or related relevant qualification (NQF 6)
- A+ & N+ Certification required and Security+ as an added advantage
- At least 2-3 years' working experience in Information Communication Technology Systems, Technical Support Services, Service desk Support
- Experience with computer systems, LAN, WAN, Wi-Fi configuration & Microsoft Environment
- Must have computer Skills (MS Office & Adobe suite of products)
- Must have hands-on Hardware, Software and troubleshooting experience
- Willingness to work shifts & under pressure, extended hours and standby hours
- Valid South African Driver's license

#### 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

- Analyze and correct hardware and software incidents/ service requests and problems
- Provide user support for the initial training on hardware and software implemented
- Troubleshoot all network/hardware/software and ICT Service-related problems
- Identify common problem areas experienced, to recommend corrective action
- Work with vendor support contacts to resolve technical problems (Desktop/ Laptop computing equipment and software)
- Ensure desktop/laptop computers interconnect seamlessly with diverse systems
- Resolve problems by communicating with the user by telephone, email or attending the office
- Report shortfalls in the parts inventory to Line manager
- Document/ Register instances of hardware failure, repair, installation, and removal
- Report any incidents that cannot be resolved to the line manager
- Escalate any 3 Tier incidents and problems to the relevant support engineers
- Communicate project status to the service desk; and ensure licensed distribution and installation of software
- Maintenance of hardware, software and networking equipment in the office and laboratory environment
- Assist with installation and repairs of systems in student labs, and any other areas that require attention and group work
- Implement new technologies and conduct rollouts of new initiatives as indicated by the Line manager
- Any other field related duties, tasks and projects as communicated by the line manager
- Adherence to the University end user policies and standards

**Closing date: 20 March 2024**

**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.**

Final