



## **JOZINI MUNICIPALITY (KZ 272)**

Private Bag X028, Jozini, 3969

Circle Street, Bottom Town, Jozini

Tel: (035) 572 1292 Email: [bnyawo@jozini.org.za](mailto:bnyawo@jozini.org.za) Fax: (035) 5721266

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### **INTERNAL JOB ADVERTISEMENT**

**POSITION** : IT ASSISTANT  
**DEPARTMENT** : CORPORATE SERVICES  
**LOCATION** : JOZINI LOCAL MUNICIPALITY  
**JOB GRADE** : R92 706 PER ANNUM (BASIC)  
**REPORTS TO** : IT OFFICER  
**CLOSING DATE** : 27 MAY 2014

A Vacancy exists for the above position

**The Job Content is described in terms of the Objectives and Outputs**

#### **OBJECTIVES**

The post is responsible for providing first line helpdesk support to clients, assisting them with hardware and software problems via phone and email

#### **OUTPUTS**

- To provide 1st line technical support; answering support queries via phone and email.
- To support users remotely.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- To take ownership of user problems and be pro-active when dealing with user issues.
- To log all calls on the call logging system.
- Respond to enquiries from clients and help them resolve any hardware or software problems.
- Maintain a log of any software or hardware problems detected.
- Support users in the use of computer equipment by providing necessary training and advice.
- To escalate more complex calls to the relevant IT Support member.
- To notify relevant staff to arrange for external technical support where problems cannot be resolved in house.
- Carry out daily client systems checks, reporting to Technical Director where necessary.
- Produce monthly reports on clients' systems.
- Update client configuration files.
- Pre-build PCs.
- Carry out in-house system testing.
- Be responsible for in-house system back-ups.



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### COMPETENCIES

#### Skills

- Communication Skills both Verbal and Written
- Administrative organizing Skills
- Excellent telephone manner
- Flexible, pro-active approach

#### Knowledge

- Strong working knowledge of Microsoft based operating systems with emphasis on Windows 7 Pro, 8 Pro, Win Server and Pastel Evolution "Financial system"
- Experience with 2003 Exchange Server Administration
- Some TCP/IP experience.
- Basic understanding of PC hardware set-up and configuration.

### REQUIREMENTS

#### Qualifications

- Grade 12
- IT Diploma

#### Experience

- A minimum of 6 months -2 years related experience

#### **NB: This post is woman targeted post**

The Jozini Municipal Approved Employment Equity Plan and Targets will be considered as part of the recruitment process.

All applications should be accompanied by a **comprehensive CV, together with certified copies of qualifications, ID copy, and Driver's License** are to be forwarded for the attention of the **HR Manager of Jozini Municipality at Private Bag X028, Jozini, 3696.**

Incomplete CV's will not be considered and **FAXED AND EMAILED APPLICATION WILL NOT BE ALLOWED.**

**Approved by Municipal Manager Yes / No**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**MR. B.NTULI: MUNICIPAL MANAGER**