The University of KwaZulu-Natal (UKZN) is committed to Employment Equity with the intention to promote representivity within the Institution.

SUPPORT CONSULTANT (USER SUPPORT)

INFORMATION AND COMMUNICATION SERVICES DIVISION

(PEROMNES GRADE 10)

REF NO.: ICS02/2016

The Support Consultant is at ICS's forefront to the University community providing audio visual, computing and information system services and consultancy to all academic and support staff including postgraduate students. The Support Consultant ensures minimal down time and optimal functionality of all of IT and audio visual related equipment by timeously responding to, diagnosing and resolving software, hardware and network problems. The Support Consultant answers customer calls, responds to customer needs in a professional, service-oriented manner and maintains the highest level of customer satisfaction by seeking first line resolution. The Support Consultant is required to maintain a high level of professionalism as well as confidentiality with regard to intellectual property and data.

Minimum Requirements:
- Matric and
- MCITP or equivalent certification
- Minimum 3 years relevant ICT or Audio Visual support experience in a pressurised environment in a large organisation.

Advantages

- Incident management software experience (preferably Heat)
- Working experience in a call centre or help desk environment
- Microsoft qualifications
- Knowledge of ITS

Appointment to this post will be on January 2012 Conditions of Service.

The closing date for receipt of applications is 02 March 2016.

Applicants are required to complete the relevant application form which is available on the Vacancies website at www.ukzn.ac.za. Completed forms may be sent to Recruitment-nn@ukzn.ac.za
Advert Reference Number MUST be clearly stated in the subject line.