

The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representivity within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan. Applications are invited from internal UKZN permanent staff members only. Employees may be appointed with a development clause, provided that they have demonstrated being 'appointable' for the position.

INFORMATION AND COMMUNICATIONS SERVICES

SENIOR SUPPORT CONSULTANT (USER SUPPORT) (PEROMNES GRADE 09) PIETERMARITZBURG CAMPUS

REF NO. ICS 04/2019

The purpose of the job is primarily to drive the ICS division toward its overarching objective of compliance with the UKZN it strategy. ICS is client centric and a singular team with no silos, which means that as a need/crisis arise in any part of the team, all teams members are required to make time available to support the area of the team that is in need.

Team lead for consultants on one campus (rotational) and updates team on any technical and network related issues, ensuring minimum disruption to the academic calendar. In addition, the senior support consultant is responsible for analyzing, researching and finding solutions to complex computer and audiovisual software, hardware, audio visual and network related issues. The incumbent consults with the UKZN community, in providing professional advice and high-level support. Liaises with all levels of staff and external vendors. Participates in meetings and projects, contributing to ICS's strategic goals.

THE INCUMBENT WILL REPORT TO THE MANAGER: ICS User Support

MINIMUM JOB REQUIREMENTS AND EXPERIENCE

- Matric
- MCITP or equivalent certification
- Further relevant specialist certification
- 5 years relevant IT or audiovisual user support experience within a high-pressure environment in a large organization.

ADVANTAGES:

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

Short-listed candidates may be required to undertake a skills test. Enquiries and details regarding this post, including requests for a job profile, and all other recruitment related enquiries may be directed to Tirhani Baloyi, 031 260 8809 or BaloyiT@ukzn.ac.za.

The total remuneration package offered includes benefits.

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

The closing date for receipt of applications is 25 February 2019