

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.

INFORMATION & COMMUNICATION SERVICES DIVISION

**SUPPORT CONSULTANT
(STUDENT COMPUTING)
(PEROMNES GRADE 10)**

REF NO.: ICS 10/2018

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/gap/crisis arises in any part of the team, all team members are required to make time available to support the area of the team that is in need. Furthermore, to provide service to the following functional areas, on the respective campuses:

1. Student Computing
 - Student expert desk (remote student lab support)
 - Student lab support
 - Student walk-in centre (configuration of student PC's, laptops, smart phones and tablets)
2. Innovate internal ICS developments to pro-actively advance the service quality of ICS.

MINIMUM REQUIREMENTS:

- Matric and (MCITP or equivalent);
- 3 years relevant IT technical or support related working experience in pressurised environment in a large organization;
- Strong technical knowledge of Windows Operating Systems, Microsoft Office Suites and Anti-Virus software.

ADVANTAGES:

- Incident management software experience (preferably HEAT)
- Working experience in a call centre or help desk environment

Short-listed candidates may be required to undertake a skills test.

Enquiries and details regarding this post, as well as requests for the job profile may be directed to baloyit@ukzn.ac.za

Appointment to this post will be on the January 2018 Conditions of Service.

The remuneration package offered includes benefits and will be dependent on the qualifications and/or experience of the successful applicant.

The closing date for receipt of applications is 26 July 2018

Applicants are required to complete the relevant application form (SUPPORT) which is available on the Vacancies page of the University website at www.ukzn.ac.za. Completed forms may be sent to Recruitment-tb@ukzn.ac.za Please state the advert reference number in your subject line