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 AND COMMUNICATIONS SERVICES

USER SUPPORT CONSULTANT
(PEROMNES GRADE 10)
PIETERMARITZBURG CAMPUS

REF NO. ICS 06/2019

The purpose of the job is primarily to drive the ICS division towards 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.

The Support Consultant is at ICS's forefront to the University community providing audio visual, computing and information system service and consultancy to all academic and support staff including postgraduate students. The Support Consultant ensures minimal down time and optimal functionality all of IT and audiovisual related equipment by timeously responding to, diagnosing and resolving software, hardware and network problems. The Support Consultant answers customer's 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.

THE INCUMBENT WILL REPORT TO THE MANAGER: ICS User Support

MINIMUM JOB REQUIREMENTS AND EXPERIENCE
- Matric
- MCITP or equivalent certification
- Minimum 3 years relevant ICT or Audio Visual support experience in a pressurized environment in a large organization.

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

Enquiries and details regarding this post, and all other recruitment related enquiries may be directed to Tirhani Baloyi, 031 260 8809 or BaloyiT@ukzn.ac.za

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

The total remuneration package offered includes benefits.

Applicants are required to complete the relevant application form (support), 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 2 August 2019.