

**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 COMMUNICATION SERVICES**

**IT SUPPORT CONSULTANT (4 POSTS)  
(ONE-YEAR CONTRACT)  
PERONMES GRADE 11  
PIETERMARITZBURG CAMPUS**

**REF NO. ICS 01/2023**

The IT Support Consultant is at ICS's forefront to the University community providing audio visual, computing and information system service and consultancy to all students, academic and support staff. The IT 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 IT Support Consultant answers customers' 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 IT 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: USER SUPPORT OR LINE MANAGER - STUDENT SUPPORT

### **MINIMUM JOB REQUIREMENTS AND EXPERIENCE**

- Matric
- ICDL or equivalent certification
- 2 years relevant working experience of which 1 year maybe be a recognised 1-year internship)

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

**Appointment for this post will be made on fixed-term rates remuneration scale.**

**Applicants are required to complete the relevant application form (support), which is available on the Vacancies website at [www.ukzn.ac.za](http://www.ukzn.ac.za).**

**Completed forms must be sent to [recruitment-tb@ukzn.ac.za](mailto:recruitment-tb@ukzn.ac.za)**

**Advert Reference Number MUST be clearly stated in the subject line.**

**Closing date: 17 July 2023, 16:30**

Kindly note that the University of KwaZulu-Natal ("the University") is required to process any Personal Information (as defined by the Protection of Personal Act, 2013 "POPIA") submitted by candidates when applying for positions at the University. The provision of the Personal Information is a requirement in terms of the University's recruitment and selection process. The retention of any personal information is as a consequence of the University being bound by legislative requirements and / or good governance practices as well as record keeping for statistical purposes. The University will endeavor to ensure that the appropriate security measures are in place and implemented for both electronic and paper-based formats that are used for processing of the personal information recorded through this recruitment and selection process.