

**The University of KwaZulu-Natal is committed to Employment Equity**

**INFORMATION AND COMMUNICATION SERVICES DIVISION**

**SUPPORT CONSULTANT  
(USER SUPPORT) All Campuses**

**(GRADE 10)**

**REF NO: ICS07/2015**

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.

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

**This appointment will be on the 1 January 2012 conditions of service.**

**The remuneration package offered, which includes benefits, will be dependent on the qualifications and/or experience of the successful applicant. The closing date for receipt of**

applications is 08 July 2015.

Applicants are required to apply on the Vacancies page of the University website at [www.ukzn.ac.za](http://www.ukzn.ac.za). Completed official application forms must be sent to [recruitment-nn@ukzn.ac.za](mailto:recruitment-nn@ukzn.ac.za). The advert reference no MUST clearly be stated in the subject line.