

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

**INFORMATION AND COMMUNICATION SERVICES DIVISION**

**SUPPORT CONSULTANT (2 POSTS)  
(STUDENT COMPUTING) Pietermaritzburg & Westville Campuses  
(GRADE 10)**

**REF NO: ICS08/2015**

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.

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 working experience, in a busy and pressurised environment in a large organisation.
- 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

**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.