

The University of KwaZulu-Natal (UKZN) is committed to Employment Equity.

INFORMATION & COMMUNICATION SERVICES DIVISION

**JUNIOR SUPPORT CONSULTANT
(STUDENT COMPUTING) Pietermaritzburg
(PEROMNES GRADE 11)**

REF NO.: ICS09/2015

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. Service delivery to clients
3. Communications / Consultancy
4. Research & Development
5. Projects / Tasks

Minimum Requirements:

- Matric and
- ICDL or equivalent
- Recognized 1 year relevant internship or 2 years relevant working experience
- 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
- MCITP Development module 1

The closing date for receipt of applications is 08th July 2015.

Applicants are required to complete the relevant application form which is available on the Vacancies website at www.ukzn.ac.za. Completed forms may be sent to Recruitment-nn@ukzn.ac.za.

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