

The University of KwaZulu-Natal (UKZN) is committed to Employment Equity with the intention to promote representivity within the Institution

INFORMATION AND COMMUNICATION SERVICES DIVISION

SUPPORT CONSULTANT (STUDENT COMPUTING)

(STUDENT COMPUTING) Durban

(GRADE 10)

REF NO: ICS11/2017

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 pressurized environment in a large organisation.

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 **30 June 2017**.

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