

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

SUPPORT CONSULTANT (STUDENT COMPUTING)

INFORMATION AND COMMUNICAITON SERVICES - (STUDENT COMPUTING)

(PEROMNES GRADE 10)

REF NO.: ICS05/2016

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

Appointment to this post will be on January 2012 Conditions of Service.

The closing date for receipt of applications is 21 March 2016. 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.