<u>INFORMATION AND COMMUNICATION SERVICES DIVISION</u>

**SENIOR SUPPORT CONSULTANT
(USER SUPPORT) Pietermaritzburg**

(GRADE 9)

REF NO: ICS03/2017

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.

TEAM LEAD FOR CONSULTANTS ON ONE CAMPUS (ROTATIONAL) AND UPDATES THEM ON ANY TECHNICAL AND NETWORK RELATED ISSUES, ENSURING MINIMUM DISRUPTION TO THE ACADEMIC CALENDAR. IN ADDITION, THE SENIOR SUPPORT CONSULTANT IS RESPONSIBLE FOR ANALYSING, RESEARCHING AND FINDING SOLUTIONS TO COMPLEX COMPUTER AND AUDIO VISUAL SOFTWARE, HARDWARE, AUDIO VISUAL AND NETWORK RELATED ISSUES. THE INCUMBENT CONSULTS WITH THE UKZN COMMUNITY, IN PROVIDING PROFESSIONAL ADVICE AND HIGH-LEVEL SUPPORT. LIAISES WITH ALL LEVELS OF STAFF AND EXTERNAL VENDORS. PARTICIPATES IN MEETINGS AND PROJECTS, CONTRIBUTING TO ICS'S STRATEGIC GOALS.

Minimum Requirements:

- Matric and;
- MCITP or equivalent certification and;
- Further relevant specialist certification;
- 5 years relevant IT or Audio Visual user support experience within a high pressure environment in a large organisation.
- Expert knowledge on Operating Systems, Applications and Utilities;
- Advanced knowledge on networking incorporating LANs, WANs and Wireless
- Technology;
- Project Management;
- Advanced knowledge on audio visual end point and application.

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 24 March 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.