

The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representivity within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.

INFORMATION AND COMMUNICATIONS SERVICES

**SUPPORT CONSULTANT
(PEROMNES GRADE 10)
STUDENT COMPUTING
PIETERMARITZBURG CAMPUS X2 AND DURBAN CAMPUSES X1**

REF NO. ICS 05/2017

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
2. Student expert desk (remote student lab support)
3. Student lab support
4. Student walk-in centre (configuration of student PC's laptops, smart phones and tables)

THE RESPONSIBILITIES WILL INCLUDE; MANAGING THE FUNCTIONS, ACROSS ALL FIVE CAMPUSES:

- Service delivery to clients
- Communications / consultancy
- Research and development
- Projects / tasks

THE INCUMBENT WILL REPORT TO THE MANAGER: ICS STUDENT COMPUTING.

MINIMUM JOB REQUIREMENTS AND EXPERIENCE

- Matric
- MCITP or equivalent
- 3 years relevant working experience, in a busy and pressurized 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 center or help desk environment

Short-listed candidates may be required to undertake a skills test.

Enquiries and details regarding this post, including requests for a job profile, and all other recruitment related enquiries may be directed to Tirhani Baloyi, 031 260 8809 or BaloyiT@ukzn.ac.za

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

The total remuneration package offered includes benefits.

Applicants may also apply on PNET

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

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

The closing date for receipt of applications is 18 OCTOBER 2017.