The University of Mpumalanga (UMP) is a comprehensive University established to provide a relevant, engaged and sustainable learning and teaching environment of outstanding academic excellence to match not only the skills and economic needs of the Province and its people, but of the Country as a whole. The UMP invites applications for the following position:

ICT SUPPORT TECHNICIAN

The primary role of this position is to provide timeous PC/Laptop/Network problem solving support to the ICT user communities at UMP and to assist them in the use of software applications and solutions at the University.

REQUIREMENTS:

• M+3 or relevant IT technical qualification.
• 3 years relevant IT experience in a similar user support role.
• Any acceptable combination of both the qualification and/or experience will be considered.

KEY PERFORMANCE AREAS:

• To provide ICT software, hardware and network support to Students and Staff.
• To provide ICT software, hardware and network support in computer laboratories and classrooms.
• To provide basic ICT consultation services.
• To liaise with external stakeholders or service providers with regards to software, hardware and network issues.
• To grant and maintain access control to both Students and Staff.
• Perform any other duties as delegated by the line manager.

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KEY COMPETENCIES:

Knowledge
• Understanding the principles of ICT User Support best practices (ITIL).
• Good understanding of ICT and Institutional Policies and procedures.
• Good understanding of Lab Policies.
• In depth knowledge of Microsoft suite of software products used by UMP.
• Good knowledge of the AD and Office 365 cloud environment at UMP.
• In depth knowledge of hardware support.
• Good knowledge of the network infrastructure and server environment.
• Good understanding of access control systems.
• Understanding of Audio-Visual equipment.

Skills
• Strong IT Technical skills.
• Problem Solving Skills.
• Basic Microsoft AD administrative skills.
• Ability to work under pressure.
• Strong verbal communications skills.
• Good Inter-personal relationship skills.
• Ability to read and understand technical manuals.
• Assertiveness.

Personal Attributes
• People orientated, hard worker, responsible, reliable, creative and innovative.
• Respect, honest, punctual and understand protocol.
• Proven attributes of transparency, integrity and teamwork.

Candidates who meet the minimum requirements are invited to apply for the advertised positions. Remuneration will be commensurate with the level at which incumbents of these post will be expected to perform.

It is compulsory that all applications have the following documents:

• UMP application form for employment (is accessible on www.ump.ac.za)
• Letter of application (that provides detailed information on how the applicant meets the requirements for the position)
• A comprehensive CV
• Certified copies of relevant qualifications, ID and appropriate references.

Failure to comply with the requirements on your application, will automatically disqualify your application. All applications should be sent to: Electronically to: umperecruitment@ump.ac.za, or post to Private Bag x11283, Mbombela, 1200 or hand delivered physically at the University of Mpumalanga.

If UMP has not responded within eight weeks of the closing date, you should regard your application as unsuccessful. Correspondence will be entered into with shortlisted candidates. It is the intention of the university to promote representivity in respect of race, gender, and disability through the filling of this post.

Enquiries and details regarding this post may be directed to Human Resource Management, Ms Nomusa Mnisi or Mr Sydney Thwala. The landline is 013 – 002 0001.

The closing date for receipt of is 22 July 2019.