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## IT SUPPORT TECHNICIAN 1 YEAR FIXED – TERM CONTRACT OBSERVATORY

**The Desmond Tutu HIV Foundation (DTHF) is a registered non-profit organisation focused on the pursuit of excellence in research, treatment, training and prevention of HIV and related infections in Southern Africa.**

We have fantastic job opportunities across our businesses for talented people wanting to realize their full potential. Could that be you? If so, we invite you to explore the possibility of joining us to play your part in Desmond Tutu HIV-Foundations' exciting future.

### Introduction:

To oversee the provision of technical, administrative, and systems support as well as the implementation of all current and new infrastructure projects / systems for the Desmond Tutu HIV Foundation/Centre.

### Requirements:

- Grade 12 and current A+/N+ qualification (Preferably MCSE 2012)
- 2 years of prior related work experience in customer focused IT support
- Working knowledge and experience of Apple MAC is essential
- Ability to set up of printers and connecting network drives
- Able to diagnose and repair hardware and software on desktops and notebooks
- Driver's license and own car
- Good communication (verbal and written) skills
- Ability to work under pressure and meet deadlines whilst ensuring quality is maintained
- Must be customer focused and have effective productivity output
- Able to assist with standby after hours when required
- Good problem solving skills
- Good decision Making skills
- Ability to work as part of a team and independently
- Good planning and organizing skills
- Work standards and professional

### Responsibilities

- Customer Support:
  - Research, resolve and respond to support requests received via the call management system, telephone calls, and emails, in accordance with current standards. Participate in team projects that enhance the quality or efficiency of the IT Helpdesk service.
  - Escalate hardware/software/server issues that cannot be resolved to Service Providers.
- Call Management System
  - Update the Call Management system with accurate information.
- Maintenance
  - Proactively install and maintain anti-virus/antispam solution, perform system recovery of deleted files; perform software installations; obtain patches, upgrades and bug fixes

- Ensure antivirus installation to all desktops and laptops exists and is current; and security of all systems, especially the internet
- After asset maintenance, archive Exited users mailboxes and data

**Values fit: Passion Innovation Progress Integrity Respect Excellence**

To apply, quote Job reference, submit CV, motivation letter with certified copy of highest qualification and details of three (3) current contactable referees to: Attention HR Manager [Jobs@hiv-research.org.za](mailto:Jobs@hiv-research.org.za) by 13<sup>th</sup> October 2017 Job reference: #DTHF/C104. Incomplete applications will not be considered. Only on-line applications submitted via our jobs portal will be considered.

*NB: Only short-listed candidates will be contacted. We are committed to equity in our employment practices. It is our intention to appoint individuals with the aim of meeting our equity objectives. We reserve the right not to appoint if no suitable candidates are identified.*

I understand and accept that, by applying for this role, I authorise Desmond Tutu HIV Foundation in its capacity as employer, to access my personal information stored, and to utilise said information for recruitment purposes for this role.

*This job may be removed before it expires.*

***If you are a foreign national applying for this position please attach a copy of your work permit to your application.***

*If you have not heard from us within two weeks after the closing date please consider your application as unsuccessful.*

*Desmond Tutu HIV Foundation is a child friendly organisation committed to the protection of children.*

**For more information about the organization please visit our website at [www.desmondtutuhivfoundation.org.za](http://www.desmondtutuhivfoundation.org.za)**