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IT TECHNICIAN 1 YEAR OBSERVATORY, HEAD OFFICE

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.

Introduction:

We invite applications from candidates for a one year contract position as an IT Technician. The purpose is to provide technical and maintenance support to clients.

Requirements:

- Grade 12 or equivalent qualification
- A+, N+ and MCSE certificate or related It qualification
- At least 2 years' working experience in an IT related field
- Good understanding of cabling infrastructure
- Basic user management knowledge
- Good understanding of Microsoft Outlook and mail profiles
- Knowledge of Mac operating systems
- Ability to set up of printers and connecting network drives
- Valid driver's license and own transport
- Able to diagnose and repair hardware and software on desktops and notebooks
- Good planning and organizing skills
- Ability to work under pressure and meet deadlines whilst ensuring quality is maintained
- Able to assist with standby after hours when required
- Must be customer focused and have effective productivity output
- Excellent communication skills

Responsibilities

- Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications.
- Assist all our users with any logged IT related incident when called upon.
- Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.
- Accurately record, update and document requests using the IT service desk system.
- Install and configure new IT equipment.
- Resolve incidents and upgrade different types of software and hardware.
- Resolve incidents with printers, copiers and scanners.

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Association incorporated under Section 21 registration no. 1999/005072/08 : NPO no. 148-956
Public Benefit no. 18/11/12/51

Directors: Prof R Wood; Prof L-G Bekker;

Ms Z Ebrahim(Chair); Ms T Tutu-Gxashe; Mr P Grant; Ms M K Ndebele; Mr C Abrahams; Dr M Sienaert

www.desmondtutuhivfoundation.org.za

- Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.
- Travel so site around Cape Town when on-site presence is required. (Most work is done over Teamviewer).
- Changing backup disks and checking backup logs for failures

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 by 3rd March 2017 Job reference: #DTHF/C065. Only online applications 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.

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