enterprise ilembe
ECONOMIC DEVELOPMENT AGENCY

Enterprise iLembe is the Economic Development Agency of the iLembe District Municipality, responsible for Trade & Investment Promotion and Local Economic Development for the Region Enterprise iLembe seeks to fill the position and accordingly invites suitably qualified and experienced applications for the position below:

INFORMATION AND COMMUNICATION TECHNOLOGY ASSISTANT
VACANCY (3 year contract)

Enterprise iLembe seeks to fill the position and accordingly invites suitably qualified and experienced applicants to provide expert technical support for network infrastructure technologies, including Microsoft operating systems, hardware, software, antivirus, and backup systems.

Requirements:

The Information and Communications Technology (ICT) Assistant will provide support and maintain organizational computer systems, desktops, and peripherals. That includes installing, diagnosing, repairing, maintaining, and upgrading all organizational hardware and equipment while ensuring optimal workstation performance. Support to financial systems, banking system support, billing for ICT-related services, payroll and project related services would be an added advantage to the candidate.

Desired Experience & Qualification:

- Degree in Information Technology or equivalent qualification.
- Minimum of 2 years' experience of extensive experience in desktop, cloud, and network infrastructure support
- Proficiency in network infrastructure technologies, encompassing Microsoft operating systems, hardware, software, antivirus, and backup technologies
- Proficiency in English and isiZulu - SA Citizen with a clear criminal history
- Proficiency in internet and email connectivity methodologies, including routing
- Strong technical aptitude with exceptional fault-finding and problem-solving skills
- Customer-centric approach with exemplary written and verbal communication abilities
- Demonstrated commitment, professionalism, reliability, and ethical conduct
- Ability to adapt and learn quickly in a dynamic IT environment.
- Knowledge of Microsoft Office 365
- Intermediate Networking Experience
- Valid unendorsed Driver's License

Duties & Responsibilities

- Assisting with general tasks and administration of Ad-hoc tasks and problems
- Maintaining company IT standards and procedures, network security and confidentiality of information.
- To provide immediate first line support and daily assistance of all IT related issues
- Troubleshooting and problem solving of user issues (Local and Remote)
- Assisting with uptime and monitoring of the IT infrastructure
- Manage assets and software licenses - capture all details in IT equipment database.
- Hardware and Software - setup, repair, configure, troubleshoot
- Improving helpdesk turnaround time and escalation of any issues and calls.
- Ensure prompt feedback to all calls assigned and do follow ups with users.
- Assisting with the Helpdesk function – logging and maintaining all support calls
- Conduct regular security audits and risk assessments to identify potential threats and recommend solutions
- Backup checks and verification reports.
- Strong analytical and multitasking abilities
- Able to work well under pressure and meet deadlines
- Basic knowledge of network and server administration.
- Support to financial systems, billing for IT related services, payroll and project related services.

Enterprise iLembe subscribes to the principles of equal employment opportunities as contemplated in the Employment Equity Act: 55 of 1998. Please forward your applications together with a detailed CV and certified copies of your qualifications, drivers' licence and Identity Document for the attention of the Executive Manager: Corporate & Legal Ms Minenhle Mavuso; email minenhle@enterpriseilembe.co.za The closing date for submissions is **Friday 26 July 2024, 12h00.**

Please note that applications received after the closing date will not be considered. If you do not hear from us within (4) weeks of closing date, please consider your application as unsuccessful.