



## IT SERVICE DESK JUNIOR CONSULTANT

(Payclass 08)

### INFORMATION & COMMUNICATION TECHNOLOGY SERVICES (ICTS)

Customer Services (CSD) is a division of the Information & Communication Technology Services (ICTS) department. The division is responsible for the IT Service Desk, student computer lab management services, IT installations, classroom support services, service level agreements, training, and communicating with the University community on behalf of ICTS. The IT Service Desk offers phone services (including the University's switchboard) as well as desktop support to UCT staff students.

We are looking for dynamic, motivated and organized people to join our IT Service Desk team whom supports staff and students with their basic ICT needs via the telephone and onsite.

#### Responsibilities include:

- Capturing support requests
- Researching and providing accurate and comprehensive solutions to customers primarily via telephone
- Participating in team projects, as well as research and development of services

#### Minimum requirements include:

- Grade 12 or a technical equivalent
- Current A+ qualification or equivalent qualification
- 1 year in a customer-focused IT support position.
- A valid code 08 driver's license

#### Skills required:

- Excellent working knowledge of the use of common IT hardware and software applications
- Strong customer service ethic
- Excellent problem-solving skills for Microsoft and Apple Mac
- Excellent written and spoken communication skills
- Business and technical writing skills

The annual remuneration package, including benefits, is between R393399 and R462822 per annum.

**To apply**, please e-mail the below documents in a **single pdf file** to: [icts-jobs@uct.ac.za](mailto:icts-jobs@uct.ac.za)

- UCT Application Form (download a HR201 form at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo competency and pre-placement-medical assessments.

**Telephone:** 021 650 3012  
**Reference number:** E231224

**Website:** [www.icts.uct.ac.za](http://www.icts.uct.ac.za)  
**Closing date:** 28 February 2024

*UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at [www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf](http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf).*

UCT reserves the right not to appoint.