

VACANCY - ADVERT

Job title	NATIONAL IT SUPPORT TECHNICIAN
Department	IT DEPARTMENT
Job's vision / goal	EVERYONE UP AND RUNNING 24-7 !

Reports to	IT DEPARTMENT SUPERVISOR / MANAGER
Subordinates	NONE
Liases with	ALL STAFF IN THE GROUP

Brief description or profile of the job	<i>The national IT support technician provides IT network, hardware and software technical support and assistance to users or clients of the MOBICON group operations in SA. (SWAN, MANTECH, MBM, MBS, LANGA, and more)</i>
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Tasks to perform and tasks responsible for	Support all users with all IT requirements as operationally necessary
	Provide support that ensures that all network equipment is up and running 24-7
	Provide support that ensures that all user hardware and software is up and running 24-7
	Ensure all workstation hardware is maintained in good operating conditions
	Ensure all workstation software is maintained in good operating conditions
	Ensure all workstation have latest hardware and software updates
	Liaise with all service providers, as maybe necessary
	Develop and maintain any basic operation procedures and manuals
	Ensure availability of all maintenance equipment and consumables stocks.
	Maintain the IT asset register, licenses register, etc.
	Report to management periodically, as maybe required
	Road and air travel maybe required from time to time
Assist with any reasonable task, as may be requested	

Formal or equivalent education and skills required to perform the tasks	Diploma in basic IT, networks, hardware, and software, A+ and certifications an advantage
	Three years experience in directly related environment
	Knowledge of networks, server environments, operating systems & network security
	Knowledge of office tools such as MS office, Google Suite, Linux, and Windows OS's
	Knowledge of website environment, languages, and resources
	Collaborative, with strong interpersonal skills and the ability to excel in group environments
Good communications skills, analytical thinking, discipline, and ability to train others	

CLOSING DATE	30th November 2023
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