



### **IT TECHNICIAN /HELPDESK (12 months contract)**

This position reports to the Operations Manager. This person will support SACNASP manage, maintain, and repair IT systems. Their responsibilities include diagnosing and repairing faults, resolving network issues, and installing and configuring hardware and software. They must assist at online meetings.

#### **Tasks will include:**

Provide SACNASP with a robust and secure IT infrastructure that supports on demand access to information. Protect the integrity of SACNASP's information and IT assets by strengthening cyber security and advance SACNASP's business practices to transform service delivery.

#### **Competency Requirements:**

- Knowledge of and experience with servers, ICT networks and other software and hardware infrastructure and its maintenance and proper functioning.
- Experience in assisting with social media and bulk email applications.
- Knowledge of all webinar platforms and assist CEO and management to run meetings

#### **Key responsibilities:**

- Develops and maintains a strategic view of SACNASP's ICT infrastructure in terms of software, hardware and data to ensure that the organisation runs smoothly, data is secure and spending is strategically directed and effective.
- Manages SACNASP's servers to ensure optimal functioning and good security.
- Provides ICT support, training, and orientation for new technology users.
- Offers troubleshooting, support, and repair when ICT equipment, systems, or networks malfunction.
- Investigate issues regarding equipment and networks to assess ICT issues.
- Assist registered scientists, applicants, and relevant stakeholders with ICT related queries in terms of SACNASP ICT infrastructure
- Demonstrates great customer service skills, listens carefully, and exercises patience.
- Maintains records of hardware and software inventory.
- Assists with maintaining information security through controlled hardware or

software installation and staff education as well as necessary backups and disaster recovery plans.

- Follows emergency plans for equipment, power, or security failures when necessary and protects data and security.
- Advances job knowledge by attending workshops and continuing education courses as well as staying current with industry news.

**The Suitable incumbent will have:**

- Minimum 4 years relevant work experience
- National Diploma IT or N+, A+ MCSE/MCITP advantageous

Salary: R168 000 – R260 000 (TCC) per annum

Job Type: Twelve months contract

Commencement: ASAP

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To apply, forward your C.V. [sabraham@sacnasp.org.za](mailto:sabraham@sacnasp.org.za) on or before 26 September 2021

***These positions will comply with Employment Equity principles.***

***SACNASP reserves the right not to make an appointment.***