



RE-ADVERTISEMENT: EXTERNAL

All applicants who previously applied for this position are encouraged to re-apply.

Post: Officer: IT End-User Support
Department: Information Technology
Reference: OITEUS/RTIA/2020
Salary: Negotiable
Term: Permanent

Requirements: * National Diploma or B Degree in Computer Science, Information Technology (IT) or related qualification * Minimum of two (02) years relevant experience in IT with hands-on experience in user, network and server support in a Microsoft Windows environment (Active Directory, Exchange and IT security vulnerability management) * Basic knowledge of the AARTO Act, National Road Traffic Act and any other legislation and regulations impacting on road traffic * Proficiency in English * Driver's licence will be an added advantage.

Required competencies: * Technical knowledge and experience of the following is strongly recommended: printers, VOIP, routers, hubs, switches, network protocols * Knowledge and experience in supporting users on Microsoft environment * Good interpersonal skills * Ability to work well within a team and independently * Good problem solving skills * Writing and presentation skills * Analytical skills * Organisational skills * Administration skills * Good record keeping * Fraud awareness * Communication skills * Investigation skills * Negotiating and influencing skills * Planning and analysis * Hard working * Integrity & commitment * Quality orientation * Service delivery orientation * Proactive & Innovative * Good judgment * Team worker * Flexible/change oriented * Assertiveness & decisiveness * Responsiveness * Professionalism * Attention to detail * Respect & emotional intelligence * Good interpersonal relations

Duties: * **Support the optimisation of the section/unit:** * Contribute to the development of operational plans in the Unit's/Section * Comply to all policies and procedures in the Unit / Section * Conduct project administration, record keeping on project procedures and related reports * Provide end user support to RTIA computer users * Manage and maintain IT Helpdesk (Service Desk) in a timely and efficient manner * Timely respond to calls and where necessary escalate issues to relevant team members or external service providers and follow-up on resolutions * Administer a dedicated

service desk line to receive all service calls within RTIA *Provide a first line telephonic support to RTIA users * Accurately record all details on the IT service desk system * Assist with providing effective and timely desktop hardware, software and printer support *Maintain and support local area network and wide area network infrastructure in all offices of RTIA according to IT procedures and policies * Management of IT equipment and assets inventor * Perform new software and hardware installation and configuration including telephone system (VOIP), APN and Mobile devices *Provide user support on existing hardware and software according to specified departmental norms and standards * Troubleshoot and resolve system and network problems *Adherence to Operational Level Agreement requirements and ICT policies *Conduct research on latest ICT trends and advise on implementation * Train users on the utilisation of computers and computer systems and applications * Take ownership for own work, performance management and development * Introduce improvement opportunities within area of expertise in line with best practice to optimise performance * Engage in problem solving and continuous improvement to maximize output of area * Monitor the information management system and report on any fault connections on the network * Conduct basic fault finding * Report to service providers, faults * Record and close all calls received electronically, in person or by telephone accurately and keep maintain operational documentation * Provide informal training of users and act as training back-up * Produce management information on the total number of calls received per month * Follow up on completed service calls and determine user satisfaction * Assist as necessary in coordinating any project, hardware or software configuration collection or changes from users in various projects, e.g. new users, upgrading of PC's * Establish a pattern recognition of calls and advice relevant ICT staff member accordingly.

Enquiries: Mr. Kabelo Magongwa – (087) 285 0500

Correspondence will only be with shortlisted candidates, if you do not hear from us in 30 days please consider your application as unsuccessful.

To apply please submit a letter of application, recent curriculum vitae as well as certified copies of qualifications and identity document. Applications must be addressed to: [The Human Resources Division, RTIA, PO Box 6341, Halfway House, 1685](#) or hand delivered to [Waterfall Edge B, Howick Close, Waterfall Office Park, Bekker Road, Midrand](#) or emailed to Recruitment@rtia.co.za

Please note that applications without all the relevant supporting documents as prescribed above will not be considered.

The RTIA is an equal opportunity employer and is seeking to balance the employment equity profile. The Agency is thus strongly encouraging applicants from the following designated groups; Indians, Coloureds, Whites, unemployed youth, females and people living with disabilities to apply. Preference will be given to Coloureds, Indians and Whites.

Where applicable, applicants are further advised that candidates will be subjected to a

competency assessment and or vetting to ascertain their suitability for the position.

Closing Date: 20 March 2020 @ 16:30 pm