

DEPARTMENT OF PUBLIC ENTERPRISES

- APPLICATIONS** : The Department of Public Enterprises, Private Bag X15, Pretoria, 0028 or hand deliver at 80 Hamilton Street, Arcadia 0083 or 642 Cnr. Olivia street and Jacqueline Drive, Garsfontein Pretoria, Postal Address: P.O BOX 394, Menlyn, 0063 or by email: dpe@basadzi.co.za; Tel No: (012) 998 8953/8049
- FOR ATTENTION** : Human Resources
- CLOSING DATE** : 16 October 2020
- NOTE** : Applications must be submitted on form Z83 and should be accompanied by certified copies of qualifications, ID as well as a comprehensive CV in order to be considered. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualification Authority (SAQA). Correspondence will be limited to successful candidates only. If you have not been contacted within 3 months after the closing date of this advertisement, please accept that your application was unsuccessful. Shortlisted candidates will be subjected to screening and security vetting to determine the suitability of a person for employment. Failure to submit the requested documents will result in your application not being considered. The department reserves the right not to fill these positions. People with disabilities are encouraged to apply and preference will be given to the EE Target.

OTHER POST

- POST 23/45** : **IT SERVICE DESK REF NO: DPE/2020/008**
Unit: Information Management
- SALARY** : R257 508 per annum (Level 07)
- CENTRE** : Pretoria
- REQUIREMENTS** : Applicants must be in possession of an appropriate tertiary qualification at NQF level 6 in the fields of Information Technology/Information Management /Information Systems coupled with 2 years of relevant experience in an IT support environment PLUS the following key competencies: Knowledge of MS Office products, MS Windows 7, Remote Desktop, Printer and program installation and troubleshooting LAN skills, Ability to work on technical hardware/software as well work under pressure with the team.
- DUTIES** : Service Desk Administration. Act as a first point of contact for IT incidents reporting and service request handling. Coordinate all the incoming requests in a form of phone calls, emails and tickets logged to the IT service desk system. Log, assign, prioritize and manage IT requests related to hardware, software and applications. Track the performance of IT support by ensuring that first and second level escalation procedures actioned when necessary. Follow up with Users to ensure issues have been resolved. Provide first line technical support to DPE Users. Assisting with technical support remotely or otherwise by walking to users to resolve issues. Provide technical support to walk in users on all IT related issues. Telephonically analyzing and troubleshooting user issuers before deploying the call to a technician. User Account Management – Reset and Unlock AD User Accounts. Assist with Installing, modifying and repairing of computer hardware, software and peripherals. Monitor compliance with Users standards and report breaches. Assisting with ICT procurement. Compile requirements and coordinate procurement of IT assets and services through the supply chain office. Verify Quotations against requirement. Compile request memorandums to motivate for procurement of assets and/or services. Engage with suppliers after an order was issued by SCM. In conjunction with SCM, verification of quality and quantity of goods supplied and facilitation of payment takes place. Maintain and IT asset register and compile technical reports for asset disposals. Assisting with ICT procurement. Compile requirements and coordinate procurement of IT assets and services through the supply chain office. Verify Quotations against requirement.
- ENQUIRIES** : Ms Dineo Masilo Tel No: (012) 431-1026