

INTERNAL VACANCY

REF. NO. : ICT SUPPORT TECHNICIAN
DIVISION : INFORMATION TECHNOLOGY
POSITION : ICT SUPPORT TECHNICIAN
CLOSING DATE : 15 AUGUST 2025

An Internal Vacancy exists for an **ICT Desktop Support Technician** in the **Information Technology Division** based in **Centurion**.

The suitable candidate's main responsibilities and duties include, but are not limited to, the following:

- ✚ Provide walk-in, telephonic, on-site, off-site, in person and remote support for desktop computers, laptops, printers, mobile devices, and other peripherals.
- ✚ Site visits.
- ✚ Install, configure, upgrade, and troubleshoot Windows and Windows Server and Office 365, and other business applications such as Adobe Acrobat.
- ✚ Set up and manage user accounts, email, permissions, access rights, and licenses using Microsoft Active Directory and Microsoft Entra (Azure) related tools.
- ✚ Log all service requests, issues, and resolutions accurately using a helpdesk or ticketing system.
- ✚ Diagnose and resolve hardware, software, and connectivity issues.
- ✚ Support basic network troubleshooting, including LAN, VPN, APN, and Wi-Fi.
- ✚ Perform routine maintenance, backups, patch management, and antivirus updates.
- ✚ Provide end-user training and guidance on IT best practices and security.
- ✚ Liaise with external vendors for repairs, warranty claims, or specialised support when needed.
- ✚ Maintain accurate records of IT assets, inventories, and software licensing.
- ✚ Support hardware rollouts, office moves, and ad-hoc IT projects as needed, including after hours as required.
- ✚ *Resolve escalations of complex technical problems from junior IT staff or third-party providers when required.*

Preferred qualifications/attributes/skills:

- ✚ Solid working knowledge of Windows and Windows Server, Office 365, Active Directory, and common business tools such as Adobe Acrobat.
- ✚ Troubleshooting level understanding of networking (TCP/IP, DNS, DHCP, VPN).
- ✚ Familiarity with remote support and ticketing systems.
- ✚ Excellent communication, telephonic and electronic communication.
- ✚ Conversational customer service skills.
- ✚ Ability to work independently, manage multiple tasks, and meet tight deadlines.
- ✚ Willingness and ability to work after hours.
- ✚ Valid driver's licence (for site support).
- ✚ Own transport for committed time and attendance and flexible working hours when required on short notice.
- ✚ Top tier troubleshooting skills.
- ✚ Team leader abilities.
- ✚ Professional and customer focused.
- ✚ Team player with a proactive attitude.

CEO: C Diavastos
MM Selepe A Myatt HBN Yiga NR Msimangi TC Nyembe

- ✚ Commitment to confidentiality, data security, and company policies.
- ✚ Working knowledge of Windows and Windows Server operating systems, Office 365, and other business applications such as Adobe Acrobat.
- ✚ Promptly resolve tickets and strict adherence to SLAs
- ✚ Strong problem-solving skills
- ✚ Top tier troubleshooting skills a requirement
- ✚ Mindset of problem solving and not problem escalating
- ✚ Team leader abilities essential
- ✚ Excellent Time and Attendance
- ✚ Own Transport

Interested candidates to E-mail CV and Internal Application Form to internalcv@proteacoin.co.za
Employment consideration will be in accordance with the Employment Equity Act Requirements Should you not hear from us within 14 days after closing date, your application should be considered unsuccessful

