

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 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 Office 365, and other business applications such as Adobe Acrobat.
- ✚ Set up and manage user accounts and email.
- ✚ 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.

Preferred qualifications/attributes/skills:

- ✚ Solid working knowledge of Windows, Office 365, 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
- ✚ Professional and customer focused.
- ✚ Team player with a proactive attitude.
- ✚ Commitment to confidentiality, data security, and company policies.
- ✚ Working knowledge of Windows operating systems, Office 365, and other business applications such as Adobe Acrobat.
- ✚ Promptly resolve tickets and strict adherence to SLAs
- ✚ Strong problem-solving skills
- ✚ 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

CEO: C Diavastos
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