



## HELPDESK ASSISTANT

### Commerce IT Commerce Faculty

The Faculty of Commerce seeks to employ a full-time Helpdesk Assistant to join the Commerce I.T team. The main purpose of this position is to provide audio visual and user support to staff/students/visitors affiliated to the Commerce Faculty and to provide first level support to these users.

#### Requirements:

- Grade 12
- Higher Certificate in IT
- An unendorsed driver's license
- Good verbal and written communication skills
- Strong customer service ethic
- Ability to contribute effectively to a team
- Ability to work under pressure
- Experience working in a computer support environment.
- Experience required:
  - 2 Years computer lab and audio-visual classroom experience
  - 2 Years' experience in the latest operating systems (especially Windows 7/8/8.1/10 and MAC OS)
  - 2 Years hardware/software support experience
  - Experience with a call logging system (experience in Service Now call logging system an advantage)

#### The following would be advantageous:

- Strong troubleshooting skill set.
- Experience in providing telephonic and face to face support.
- A thorough working knowledge of computer hardware/commercial software such as MS Office etc.

#### Responsibilities:

- Manage and perform hardware and software related repairs.
- Assist in the support of the computer labs.
- Provide first level support to staff and students.
- Participate in departmental projects.

The annual cost of employment, including benefits, is between R272 543 and R320 639.

**To apply,** please email the documents below in a single PDF file to Luigi Mcleod at [luigi.mcleod@uct.ac.za](mailto:luigi.mcleod@uct.ac.za) .

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete (including the provision of three (3) references).

Only shortlisted candidates will be contacted and may be required to undergo an assessment.

**Telephone:** 021 650 2263

**Website:** [www.hr.uct.ac.za](http://www.hr.uct.ac.za)

**Reference number:** E80515

**Closing date:** 18 May 2018

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UCT reserves the right not to appoint.