



## **CUSTOMER SERVICE REPRESENTATIVE (DRIVER): COMPUTER EQUIPMENT DELIVERY AND SETUP**

### **INFORMATION & COMMUNICATION TECHNOLOGY SERVICES (ICTS)**

Customer Services (CSD) is a division of the Information & Communication Technology Services (ICTS) department. The division is responsible for the IT Service Desk, student computer lab management services, IT installations, classroom support services, service level agreements, training, and communicating with the University community on behalf of ICTS. The IT Service Desk offers phone services (including the University's switchboard) as well as desktop support to UCT staff students.

Applications are invited for the above position, for appointment as soon as possible. We are looking for a dynamic, motivated and organised person to assist with the pickup, delivery and installation of desktop computer equipment. The IT Service Desk logs, routes and actions all ICT support calls.

**The successful candidate will be responsible for:** • collecting and delivering computer and telephony equipment • installing, configuring, and testing equipment at the customer's desk • processing paperwork and updating of the call management system • liaising with external vendors • assisting with the maintenance schedule for the department's vehicles • performing general administrative tasks.

**Appointment to this position requires:** • a strong customer service ethic • a current, unendorsed South African code 08 driver's licence • a strong working knowledge of hardware and software • basic knowledge of vehicle maintenance procedures • excellent written and spoken communication skills • being able to work under pressure • capacity to contribute effectively and creatively to a team • minimum 1 year experience in a customer care position in an ICT environment • Grade 12 or a technical equivalent.

The annual remuneration package, including benefits, is between R192251 and R226177 per annum.

**To apply**, please e-mail the below documents in a **single pdf file** to: [icts-jobs@uct.ac.za](mailto:icts-jobs@uct.ac.za)

- UCT Application Form (download a HR201 form at <http://forms.uct.ac.za>)
- 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 and not considered.

Only shortlisted candidates will be contacted and may be required to undergo a competency test.

**Telephone:** 021 650 3012

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

**Reference number:** E80801

**Closing date:** 13 August 2018

*UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>.*

UCT reserves the right not to appoint.