



## ICT TRAINER

(1-Year Contract Position)

### CUSTOMER SERVICES DIVISION

### INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

We invite applications from experienced IT trainers for the above one-year contract position for appointment as soon as possible. Reporting to the Training and Communications manager in the Information and Communication Technology Services (ICTS) department, the successful candidate for the position will be responsible for a) providing end-user IT training to staff and students at the University of Cape Town, b) selecting training methods best suited to the user, c) developing courses and training material as per project or custom requirements.

#### Responsibilities:

- Provide software application training using a wide variety of delivery methods, including classroom, web-based and on-site training to the UCT community
- Find smart ways to promote the proficient use of software applications and systems used at or developed by UCT
- Scope and develop new courses
- Write and maintain end-user training materials
- Provide needs analysis for, develop and facilitate, customized training sessions as required by faculties and/or departments
- Present information sessions on relevant ICT topics
- Liaise with UCT staff members to assist in analysing their training needs.
- Keep up to date with the latest training techniques and trends.
- Fully participate in train-the-trainer development opportunities

#### Minimum requirements:

- Grade 12 (National Senior Certificate) with relevant training or teaching qualification, e.g. CompTIA certified technical training certification (CTT+), Microsoft Certified Educator, or other training qualification.
- Advanced knowledge and proven competence with recent versions of Microsoft Office (i.e. Word, Excel, Access, Outlook and PowerPoint)
- End-user IT training (at least 4 years)
- Development of course materials (1 year)
- Understanding of adult learning principles and how to apply them
- Expertise in different methodologies, i.e. blended learning, interactive, animation and video is advantageous

#### Required non-technical skills:

- Strong communication skills (listen, question, explain, give feedback).
- Ability to prioritise and work under pressure.
- Excellent written and spoken communication skills.
- A strong customer service ethic.
- Ability to work as part of a team.
- Organised and self-managed (manage stress, time and work).
- Flexible (responsive, creative, adaptable, manage change).
- Enthusiastic about lifelong learning.

The annual remuneration package, including benefits, is between R225024 and R418435, depending on experience and qualifications.

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

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 will be required to undergo a competency test.

**Telephone:** 021 650 3012

**Reference number:** E90124

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

**Closing date:** 11 February 2019

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.