

IT SYSTEMS SUPPORT ADMINISTRATOR

Applications are invited from a qualified candidate for an IT Systems Support position within MIT.

JOB PURPOSE

The primary responsibility of IT Systems Support Administrator is to provide the technical expertise needed to support efficient day-to-day operations.

RESPONSIBILITIES

- Receive, categorise, and investigate IT support requests
- On-boarding and Off-boarding employees
- Provide first line support for all IT, Networks, Systems and User-related issues for all users, including remote desktop support
- Escalate IT issues to second-line technical support with detailed feedback if the problem cannot be resolved Learn how to use the business primary software platform and all its functionality;
- Support all clients with any software-related technical issues and queries
- SIM card provisioning and availability monitoring
- Install software, including user setup and software configuration on Android devices
- Install software, including user setup and software configuration on Windows 10 devices
- Monitor and ensure the integrity of the entire IT infrastructure, analysing, resolving and escalating issues Monitor hardware and software performance and report findings with suggestions to manager
- Maintain IT asset registers and IT asset allocation
- Execute disaster recovery processes in the event of failures
- Weekly backup process verification and weekly data backup-restore testing
- A monthly audit of IT systems and assets, following established audit processes
- Assist in software quality assurance through weekly user acceptance testing,

REQUIREMENTS

- An appropriate 3 years or above tertiary qualification, Degree/National Diploma relevant to the above-mentioned field (Provide certified proof of obtained Qualification
- Experience using Office365 and Teams
- Patience to work daily with a wide variety of non-technical users in technical support
- Detail oriented, thorough and neat Open to change and dynamic responsibilities
- Passion for IT and technical topics
- High curiosity and desire to learn Problem-solving skills (analysing issues, determining root cause, determining sustainable solutions)
- Self-starter who meets deadlines without intensive supervision Able to follow written instructions and procedures
- Excellent communication skills
- +3 years experience

Interested candidates can email their response to info@masetlaoka-it.co.za .

Due to the large number of applications we envisage receiving, only short-listed candidates will be contacted. Should you not receive a response within 2 weeks please regard your application as unsuccessful.