



JOB DESCRIPTION

Job Title:	IT Technician
Department:	Information Technology
Company:	Globeleq South Africa Management Services
Reports To:	IT Administrator
Location:	Cape Town, South Africa (May be required to travel to other business locations of the Globeleq group locally)
Role type:	Fixed-term basis: 12 months

Main Purpose of Role

The IT Technician works with the IT Administrator and Operations Manager to operationalise the IT strategy for Globeleq South Africa Management Services (GSAMS). He or she will be responsible for ensuring that GSAMS's sites have sufficient IT support and will provide operational support to the IT team. He or she will also assist the IT Administrator in managing IT-related systems, in compliance with GSAMS' asset management strategies, policies and plans.

Key Responsibilities (this list is not exhaustive)

Technical

- Provides support in all aspects of infrastructure and software implementation, upgrade/refresh, user issue resolution and support.
- Maintain and support key systems (including servers, Simplivity, Helpdesk, Telephony MSP, Wi-Fi and VC performance)
- Administers the Office 365 cloud environment including SharePoint Online
- Implement and maintain backup systems
- Provides Level 2 desktop support to all end users and to contribute to IT projects
- Contribute to and maintain system standards.
- Provides IT support in conjunction with third party suppliers.
- Assist the IT Administrator with the development and maintenance of installation and configuration procedures.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Coaching and assisting the IT intern in the completion of tasks as and when required.
- Provide Level 1 Support for Line of Business applications.

Administrative

- Complete and maintain infrastructure drawings, training manuals, system documentation and procedures
- Ensures user requests for IT assistance are properly logged, and tracked for resolution.
- Liaises with users to ensure that requests are properly prioritised and are processed expeditiously.
- Ensures IT policies and procedures are deployed and adhered to, and if necessary escalates any significant and persistent breaches to the IT Administrator or Operations Manager.
- Resolves user requests for IT assistance (see detail under "Technical")
- Responsible for the IT asset inventory, including asset tagging and input into the asset register and the inventory of software licenses
- Responsible for ensuring that all IT license / support renewals are in place



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- Responsible for all IT purchase orders
- Participates as required, with the broader Globeleq IT community, in implementing technology to support and improve Globeleq's business activities.
- Works with the IT Administrator to provide IT support in the acquisition and integration of new assets into GSAMS's portfolio.
- Assists the IT Administrator to oversee managed services agreements with third party vendors and supplier.

Competencies

- Customer relationship management
- Organisation and time management
- Good written and oral communication skills
- Achievement-focused
- Strong problem solving and analytical skills
- Able to work within a diverse team, balance team and individual responsibilities
- High levels of organisational commitment and responsiveness; able and willing to align his/her own behaviour and actions to the organisational values

Experience, Knowledge & Qualifications

- Must currently have MCTIP or MCSE (Windows Server) certification and have actively been working in the related field for 1 year or more.
- A good understanding of LAN/WAN technologies, would be an advantage. (Cisco Certified Network Associate)
- Must have knowledge and supporting expertise in Microsoft Windows 7, Windows 10, Windows 2008/2012 technologies; 2 years for Desktop OS or more and 1 year for Server OS or more
- Minimum 1 year's experience of network infrastructures
- Minimum 1 year's experience in virtualisation technologies, for example VMWARE or Simplivity
- Minimum 1 year's experience in corporate document management solutions, for example Microsoft SharePoint
- Minimum 1 year's experience in MS Cloud-based technologies, for example Office 365, ADFS and Skype for Business
- Must be willing to assist on IT support at levels 1 and 2.
- Must be willing to assist users across different locations as well as locally.
- Must be willing to develop their skills further within the current infrastructure and software technologies within GSAMS
- A valid driver's license

Completed By	Riyaaz Ajam	Date	
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