



Position: Desktop Support Technician – Cape Town

Main Responsibilities

- Log incidents and follow through to resolution
- Manage incoming calls according to SLA specifications and escalation procedure
- Implement and Maintain Hardware and Software Standards
- Troubleshooting and resolving Hardware or Software issues
- Implement Corrective Measures that is within IT Desktop Technician scope of work
- Deployment and redeployment of new or existing equipment
- Conduct daily IT operations
- Ensure system availability and backups through diligent and timeous maintenance
- Work as part of a team or individually to deliver high quality standards consistently and accurately.
- Maintain Hardware and Software on Company Assets be it onsite or remotely
- Assist in pro-active measures to maintain a stable environment
- Facilitate with all cablings requirements and vendor management
- Facilitate the install of new switches, trace network points. Use vendor if required

Skills/Experience Required

- Minimum 3 years previous experience as an Desktop Technician
- Own vehicle and a valid drivers license
- Excellent telephone etiquette
- Excellent general communication skills
- Basic ITIL or Service Management understanding
- General desktop support knowledge and strong technical abilities

Required Qualifications

- IT Diploma / Degree
- A+
- N+
- MCSE
- ITIL V3 Foundation would be an advantage

The successful candidate must be:

- Team player
- Strong communication skills
- Attention to detail and accuracy
- Initiative
- People skills
- High levels of professionalism
- Punctuality
- Quick learner