



STELLENBOSCH
STELLENBOSCH • PNIEL • FRANSCHHOEK

MUNICIPALITY • UMASIPALA • MUNISIPALITEIT

**ICT TECHNICIAN: TELECOMMUNICATION SERVICES
ICT SERVICES
CORPORATE SERVICES
CS/ICT/IF/04**

The successful incumbent will report to the ICT Senior Technician: Telecommunication Services.

Minimum Requirements: Grade 12 • National IT Certificate: Information Technology Systems Support or equivalent at an NQF Level 5 • International / National A+ and N+ Certification • 2-5 years relevant experience in a mid-size (500+ users) organization • Valid Code B driver's license

Other Requirements: Experience in Telecommunications and Network Support • Experience in Telephony support from VOIP to Analogue services • Experience in Microsoft Desktop Support Advance computer skills • Excellent Customer Service Skills • Excellent Time Management Skills • Must show Initiative and willingness to grow • Well-developed interpersonal skills • Ability to work independently and in teams • Ability to function effectively under pressure, meet deadlines and work accurately • Availability and willingness to work overtime

Responsibilities/Duties: Ensure good housekeeping / auditing of all ICT network equipment • Ensure 1st and 2nd level ICT support is carried out within agreed Service Level Agreements • Support 3rd level support by providing all necessary information to ensure incident resolved • Provide support for ALL Telephone and Network devices hosted on the Stellenbosch Municipality within the prescribed policies • Assist in the Desktop and Systems section of the ICT department • Manage the Life Cycle of Service requests logged on the Helpdesk system within agreed timelines set in the Service Level Agreements • Responsible for the complete roll out process of new ICT Network Hardware in line with Company policies • Perform overtime and standby duties as and when required in line with Company policies • Liaising with staff, suppliers and visitors (local and international) at all levels of seniority • Perform various administrative duties for the Senior ICT Technician provided these are within fair reason • Carry out effective communication with all relevant stakeholders to support the Municipality's goals • Actively partake in Knowledge Sharing, Training and Skills Development • Promote Health and Safety within the Department and the Municipality on the whole

Job related enquiries: Regan Mooideen 021 808 8538

General Enquiries: Lucretia Koegelenberg 021 808 8102 or Evan Williams 021 808 8059

Salary: R319 857.04- R 415 194.83

Plus benefits

NOTE: Amended salary scales will be implemented in accordance with the Collective Agreement when new cost of living increase is determined

Applications, clearly marked and accompanied by an application form of Stellenbosch Municipality, a comprehensive CV, certified copies of qualifications and the details of contactable referees, must be emailed to the Human Resource Management Services at Stellenbosch Municipality at the following email address specifically linked to the above Directorate: corporatejobs@stellenbosch.gov.za

Your application must be completed on an official application form of Stellenbosch Municipality and will not be considered if not submitted. Application forms can be found on the Stellenbosch Municipal website <https://stellenbosch.gov.za>

Applications for the above-mentioned vacancy must be sent via the given email. If not, it will not be considered. No hand-delivered or posted applications will be considered.

Please note: By applying for this position, the candidate consents to verification checks of qualifications, criminal records and must be willing to be subjected to a rigorous evaluation process. Receipt of applications will not be acknowledged and no supporting documentation will be returned. Canvassing with Councillors or any other decision-maker/ member of the Selection Committee, is not permitted and proof thereof will result in disqualification of your application

Closing date: 02 September 2024



Stellenbosch Municipality is an Equal Opportunity employer. Candidates from the designated groups, including those with disabilities, are encouraged to apply. The requirements of the Employment Equity Act will be considered as part of the selection criteria/process. If you do not hear from us within ten (10) weeks of the closing date, please regard your application as unsuccessful. For more details on vacancies, visit our website www.stellenbosch.gov.za. The Council reserves the right not to make an appointment and to add/amend/change the salary package.
