



**ICT TECHNICIAN
INFORMATION TECHNOLOGY SERVICES
CORPORATE SERVICES
REF: CS/ICT/NW/06**

Minimum requirements: Grade 12 • National Certificate in Information Technology or equivalent recognised ICT qualification (NQF 5) • CompTIA A+ certification • CompTIA N+ certification • Minimum 2 years' relevant technical support experience in a medium-sized or enterprise environment supporting 500 or more users • Experience in an ICT service desk/helpdesk environment will be advantageous • Valid Code B driver's licence • Ability and willingness to travel between municipal offices and facilities.

Other Requirements: Practical experience in Microsoft Windows desktop support • Experience supporting Microsoft 365 and common Microsoft desktop applications • Security monitoring and logging • Endpoint protection • Vulnerability management • Patch management • Security incident response • Cybersecurity principles and controls • Experience in workstation, laptop, printer, scanner and peripheral support • Experience in hardware installation, configuration, troubleshooting and replacement • Experience in telephony support, including VoIP, IP telephony and analogue telephone services • Basic knowledge of LAN/WAN and network troubleshooting • Basic knowledge of TCP/IP, DNS and DHCP • Experience with user account and access-related support • Experience with ICT service desk/helpdesk systems • Experience in ICT asset management and equipment lifecycle processes • Ability and willingness to work after hours, overtime, standby and emergency call-outs when required • Proficiency in English (written and spoken); proficiency in a second official language of the Western Cape (Afrikaans and/or Xhosa) will be an added advantage.

Responsibilities/Duties: Install, configure, maintain and troubleshoot municipal desktop and laptop computers • Monitor security alerts, logs and events and escalate potential security incidents • Investigate technical security incidents and assist with containment, remediation and recovery • Implement and maintain network security configurations • Assist with firewall rule administration and review • Conduct technical vulnerability assessments and security checks • Identify vulnerabilities and assist in prioritising remediation activities • Perform the complete technical rollout process for new ICT hardware • Ensure good housekeeping and accountability for ICT equipment • Assist with physical verification and auditing of ICT assets • Provide technical support for municipal telephony services • Support VoIP, IP-PBX, digital and analogue telephone services • Provide basic technical support for LAN and network connectivity issues • Troubleshoot user connectivity problems • Apply approved ICT security standards to all supported devices • Ensure endpoint devices have the required security controls and approved software • Ensure assigned incidents and service requests are actively managed • Monitor outstanding requests and take appropriate action before SLA breaches occur • Provide professional and courteous technical assistance to municipal employees • Participate in ICT implementation and rollout projects • Assist with installation and commissioning of ICT equipment • Maintain accurate technical and administrative records • Complete relevant ICT forms, checklists and deployment documentation • Participate actively in ICT knowledge-sharing initiatives • Document technical solutions and troubleshooting procedures.

Job related enquiries: Mr. Regan Mooideen 021 808 8538

General Enquiries: Ms. Lucretia Koegelenberg 021 808 8102 or Ms Evan Williams 021 808 8059
or Ms Lisa Patience 021 808 8064

Salary: R 373 183,94 – R 484 416,53

Plus Benefits

Applications, clearly marked and accompanied by the application form, a comprehensive CV, certified copies of qualifications, licenses 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: 07 October 2026



Stellenbosch Municipality is an Equal Opportunity employer. Appointments will be made in accordance with the Municipality's approved Employment Equity Plan (EE Plan) in terms of section 20 of the Employment Equity Act 55 of 1998. Candidates from the designated groups, especially those with disabilities, are encouraged to apply. Candidates are encouraged to self-identify their designated group status on the application form. 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.
