

LIYABONA THEBE

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As an Information Technology Coordinator, my primary objective is to support the functioning of business operations by managing staff, coordinating operations, and ensuring exceptional customer service. I aim to create a positive and productive work environment by communicating with team members, setting clear goals, and monitoring performance.

EXPERIENCE

March 2024 – Present

ICT Coordinator | Callforce Outsourcing Specialists (Solomon Mahlangu SS School)

- Oversee daily operations and manage/maintain IT systems.
- Provide exceptional client service and troubleshoot technical issues.
- Install necessary applications and ensure system functionality.
- Identify trends and develop strategies to improve departmental performance.
- Assist staff with technical support.
- Conduct computer basics classes for grades 8–12.
- Serve as School Financial Assistant:
 - Capture bank statements and requisitions into SASAMS.
 - Prepare monthly financial statements and bank reconciliations.

May 2023 – Feb 2024

IT Help Desk Technician | Eastern Cape Department of Education

- Provide end-user IT troubleshooting solutions.
- Perform telephone, ICT, VoIP, and telecommunications infrastructure troubleshooting.
- Set up and maintain network gear, software, and routers.
- Identify and report infrastructure issues.
- Communicate with departments and offer technical support.
- Install software and maintain access control registers.
- Perform PC maintenance, upgrades, and configuration.
- Produce technical reports.
- Install and support systems (Optimis, BAS, PERSAL, Exams, etc.).
- Join computers to the domain.
- Patch and clean computers to remove viruses.

EDUCATION

Lady Frere Vodacom Resource Centre	2023
<ul style="list-style-type: none">• National Certificate: IT Technical Support (A+)	
Lady Frere Vodacom Resource Centre	2023
<ul style="list-style-type: none">• Certificate: IT Technical Essentials• Certificate Introduction to Cybersecurity• Certificate: Network Basics	
Central University of Technology	2021
<ul style="list-style-type: none">• National Diploma: Financial Information Systems	
Tambekile Senior Secondary School	2016
<ul style="list-style-type: none">• Grade 12	

SKILLS

- Advanced computer skills
- Fairness and Transparency
- Excellent communication skills
- Accountability, Honesty and Integrity
 - Ability to multitasking and prioritize tasks effectively
- Trust and Respect
- Attention to Detail
- Customer Understanding
- Efficiency Improvement
- Financial Acumen
- Handling Difficult Engagements
- Query Resolution
- Standard operating procedure compliance

REFERENCE

- Mr. MM Mengwana, (Principal): 084 790 0645
- Ms. Maumo, (CallForce): 075 519 9900
- Mr. N Laliwe, (Department of Education): 053 400 2060 (nuthuzelo.laliwe@ecdfe.gov.za)
- Mrs. B Nipo, (Sister): 077 654 8454