Teboho Motholo

IT SUPPPORT TECHNICIAN

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Objective

Detail-oriented **IT Professional** with 4+ years of hands-on experience in technical support, network administration, and system troubleshooting. Seeking to leverage my expertise in **end-user support, infrastructure management, and security solutions** to contribute to an innovative IT team. Committed to optimizing system performance, implementing efficient technical solutions, and delivering exceptional service in dynamic environments.

Experience

Finbond Mutual Bank | IT Support Technician   **2023-2025**

- Delivered first- and second-line IT support across 200+ branches, supporting over 700 domain users.
- Installed and configured desktop/laptop systems, ensuring compliance with security and hardware standards.
- Deployed Delfin banking system using IBExpert scripts, ensuring seamless rollout and minimal downtime.
- Troubleshot CBS, Nupay terminals, and payment processing errors, reducing transaction delays.
- Installed and configured Sophos firewalls and Hikvision CCTV systems to improve branch security.
- Handled DNS and VPN-related issues, resolving IP conflicts and ensuring stable remote connectivity.
- Conducted structured network cabling, including CAT5e/6 runs, patch panel setups, and cabinet mounting.
- Supported email systems (POP3 and Exchange), managing account setups, password resets, and mailbox access.
- Provided end-user support using VNC, Splashtop, Awesun, and TeamViewer.
- Diagnosed and replaced hardware components (RAM, SSDs, power supplies, NICs) to restore device functionality.
- Documented IT processes and change requests, enhancing internal knowledge base efficiency.
- Used ManageEngine to log, prioritize, and resolve tickets in line with SLA requirements.
- Assisted with hardware refresh projects and system upgrades across multiple branches.
- Performed regular patching and antivirus updates to maintain endpoint security.
- Advised regional staff on IT best practices, improving technical awareness at user level.

Makro Store | IT Technician Intern   **2021-2023**

- Provided technical support for all in-store IT systems including desktops, servers, and POS systems.
- Resolved hardware and software issues, reducing support ticket volume and downtime.
- Diagnosed Zoom audio disruptions and resolved by identifying VoIP interference from audio software.
- Fixed Mimecast multi-user service bug by isolating session-related execution conflicts.
- Conducted monthly internal audits on Active Directory, SAP, and Moats to maintain compliance.
- Assisted in achieving improved IT audit scores: from 34% to 78% (Admin) and 40% to 88% (Technical).
- Installed, tested, and maintained system hardware and software according to IT standards.
- Implemented routine security and performance checks across devices.

- Maintained accurate IT asset records, tracking usage and lifecycle.
- Supported onboarding of new users with secure setup of accounts and software environments.

Moteka S. School | ICT Champion   **2020-2021**

- Delivered basic technical support to educators, troubleshooting internet and device issues.
- Assisted teachers in using the LMS and integrating digital tools into lesson plans.
- Created the school's first IT asset register to monitor hardware across departments.
- Recommended and helped install a Wi-Fi range extender, improving coverage in under connected areas.
- Supported online enrolment processes and captured data on EMIS platforms accurately.

Education

North-West University | BSc Information Technology   **2021**

Major: Computer Science and Informatics

The Beacon S. School | Matric   **2017**

Subjects: Mathematics, Physical Sciences, Life Sciences, CAT, Sesotho HL, English FAL, L.O

Skills, Knowledge & Abilities

- **Operating Systems:**
Windows 10/11, Windows Server (2012–2019), Linux (Ubuntu, CentOS), macOS

- **Hardware Support:**
PC/Laptop Repair & Imaging, HDD/SSD Replacement, RAM Upgrades, BIOS/UEFI, Printer Troubleshooting, Diagnostics Tools, Patch Panels, CCTV Installation (Hikvision, Dahua)

- **Networking:**
TCP/IP, DHCP, DNS, NAT, Subnetting, VLANs, VPNs, Wi-Fi Setup & Troubleshooting, CAT5e/6 Cabling, Switch & Router Configuration, Firewall Setup (Sophos, pfSense), Network Cabinet Mounting

- **Cloud & Virtualization:**
Microsoft Azure (Basic), SharePoint, Hyper-V, VirtualBox

- **Software & System Administration:**
Microsoft 365, Active Directory, Group Policy, Remote Desktop (RDP, VNC, TeamViewer, AnyDesk), Antivirus Tools (Sophos, Bitdefender), Mimecast, SAP, Moats

- **Security & Compliance:**
BitLocker, MFA Setup, User Access Controls, Endpoint Protection, Patch Management, Security Awareness Support

- **Scripting & Automation:**
PowerShell (Basic), Bash, Python (Basic), Batch Scripting

- **Programming & Development:**
HTML, CSS, JavaScript, C#, Java, Python, SQL, ASP.Net, Visual Studio

- **Database & ETL:**
SQL Server, MySQL, IBExpert, SSMS, ETL Processes, SSIS (SQL Server Integration Services)

- **Digital Forensics:**
Evidence Preservation, File Recovery, Audit Trail & Log Analysis, Chain of Custody, Basic Incident Response

- **Email & Communication:**
Microsoft Exchange, Outlook (POP3/IMAP), Shared Mailboxes, Email Signatures, Zoom, Teams, SIP Phones

- **Mobile Device Management (MDM):**
Android/iOS Configuration, Mobile Security

- **Backup & Recovery:**
Windows Backup, RAID Configurations, Disaster Recovery

- **Ticketing & Monitoring:**
ManageEngine, ServiceNow

- **Deployment & Utilities:**
Wireshark (Basic), Windows Imaging, Asset Tracking Systems

- **Business Intelligence & Analytics:**
Business Intelligence Concepts, Data Visualization, Base SAS, Data Extraction & Analysis

- **Project Management:**
Traditional & Agile Methodologies, JIRA Boards, Basic SCRUM

Additional Highligts

Languages: Fluent in English & Sesotho; Basic IsiZulu.

Attributes: Proactive, adaptable, and committed to continuous learning.

References

Reference 1
Name: Thato Matsuinyane
Designation: Senior IT Technician
Company: Makro Bloemfontein Store
Contact Number: 051 101 1019/081 560 1195

Reference 2
Name: Jaco Sollberger
Designation: IT Manager
Company: Finbond Mutual Bank
Contact Number: 083 656 3446

Please see **Portfolio** for more detailed skills and info.