

TONI MALULEKA

SUPPORT TECHNICIAN



8 Ravensmead, Cape Town



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[toni-maluleka-](#)

CORE COMPETENCIES

- *Troubleshooting & Diagnostics
- *System Maintenance
- *Customer support & comms
- *Tech Documentation & reports
- *Python Programming
- *Linux Administration
- *Networking
- *Adaptability & Learning Agility
- *Cybersecurity Fundamentals
- *Automation & Scripting

EDUCATION

DIPLOMA
Communication Networks
(NQL6) (2024)
CPUT

HIGHER CERTIFICATE
Information & Communication
Technology (NQL5) (2018)
CPUT

NATIONAL CERTIFICATE
System Development (NQL4)
CTU training Solutions (2015)

MATRIC 2014
Hoerskool Akasia

PROFESSIONAL EXPERIENCE

JUNIOR IT OFFICER

2024/08/01– PRESENT

S-Plane Automations (Secondment)

Onsite Support Engineer

Work with: VSA, IT Glue, Kaseya One, Jira & Odoo

- Proficient in managing Microsoft 365 admin environment.
- Firewall management, including Pfsense, Sophos & ESET.
- Managing NAS backup solutions with Acronis.
- Solid knowledge of MS Teams, Exchange, and SharePoint Administration.
- Upgrading AP's, Switches (Ubiquiti) & routers (Mikrotik).
- Active Directory, Hyper V & Debian setup and Management.
- Efficient in applying automation scripts with PowerShell & VSA.
- Adept at diagnosing and resolving hardware and software issues.
- Focused on optimizing systems for performance and security.

SUPPORT TECHNICIAN ENGINEER

JUNE 2023 – PRESENT

Gravit8

Remote Support Technician Engineer

- Set up and configured PCs, routers, and network equipment.
- Maintained and repaired Server.
- Trained interns, development of their technical skills.
- Provided remote technical support, resolving a wide range of computer issues.
- Monitored system performance and security, ensuring compliance with protocols.
- Managed VMware, Active Directory, and firewall setup

INTERNSHIP PROGRAM (SUPPORT TECHNICIAN)

JUNE 2021–NOV 2021

Kgadime Matsepe Secondary School

- Support end-users by troubleshooting hardware, software, and network issues.
- Microsoft 365 Support

INTERNET CAFE

JAN 2018 – DEC 2020

Owner of a small Internet café.

- Computer repairs,
- Phone repair
- Internet service (cable and Wi-Fi)

REFERENCE

Tiaan Prinsloo – Gravit8

Senior System Administrator

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Neil Lubbe – S-Plane Automations

Operations Manager

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