

## Desktop Technician Job Grade 9

**R430 938.53 – R603 313.95**



The above mentioned position is available in the ICT Department at Robben-Island Museum. Reporting to the Unit Manager: ICT the incumbent will be responsible for the operation and administration of desktop support, email support, end user support and software support and installations.

### Duties and Responsibilities:

- Administration and maintenance of RIM's end user desktop support.
- Configuration and set-up of all new desktops.
- Installation of software on end user devices.
- Setting up end users e-mails for new users and existing users.
- Assist end users with wireless connections to their devices.
- Provide assistance in the development of ICT specifications.
- Assist in network and system support services.
- Create user access accounts on Exchange Server 2016.
- Grant and manage access to the RIM's network.
- Provide advice and guidance to the end users regarding incidents reported.
- Maintain installed PCs, networks, and peripherals with routine maintenance
- Identify, log and resolve technical problems with software applications or network systems
- Installation of antivirus software on end user desktops

### Minimum requirements:

- Diploma or degree in Computer Science, MIS, Information System and ICT
- Matric or grade 12
- Microsoft Certified Systems Engineer or Microsoft Certified ICT Professional
- ICT Support short courses such as A+ and N+
- Knowledge of Windows and Microsoft environment.
- At least between 18 months – 36 months experience or more in desktop support environment.

### Experience and technical skills required:

- Windows Server 2016 Domain Infrastructure management
- E-Mail security: Mimecast and security end point antivirus- Bitdefender
- Providing support on network printers and access point
- Data recovery and restoration on end user equipment

RIM is an EE, AA, employer, RIM reserves the right not to make an appointment if suitable candidate are not found. Forward a detailed cv, accompanied by certified copies your ID and qualification certificates as well as contactable referees, to [recruitment@robben-island.org.za](mailto:recruitment@robben-island.org.za) by no later than 27 March 2020. Note : If you do not hear from us within 30 days, please consider your application unsuccessful. Please note your attachment should not exceed 10 MB: