



## **ASSISTANT LAB ADMINISTRATOR**

(contract position)

### **CUSTOMER SERVICES DIVISION INFORMATION & COMMUNICATION TECHNOLOGY SERVICES**

Customer Services (CSD) is a division of the Information & Communication Technology Services (ICTS) department. The division is responsible for the IT Helpdesk, classroom support services, student computing lab management services, installations, service level agreements and communicating with the University community on behalf of ICTS.

Applications are invited for a contract position which runs up until the end of November each year. The contract is renewable annually in the ICTS-managed student computing labs. The successful candidate will report directly to the Lab Administrator and will be instrumental in ensuring the smooth operation of these computer labs.

The duties include, but are not limited to: • assisting UCT undergraduate students with queries, problems and minor troubleshooting relating to personal computers, printers and software used in the labs • enforcing lab rules and regulations. Candidates must therefore be customer-focused.

Applicants must be fully computer literate and have a good understanding of how to use Windows, Microsoft Office, e-mail and web browsers.

#### **Requirements:**

- A Senior Certificate (IT qualifications will be advantageous)
- Strong IT troubleshooting skills
- Good analytical skills
- Ability to work within a team
- Well-developed interpersonal skills
- Ability to work independently and under pressure

The remuneration package is R15413 per month.

**To apply**, please e-mail the below documents in a **single pdf file** to [icts-jobs@uct.ac.za](mailto:icts-jobs@uct.ac.za)

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo a competency test.

**Telephone:** 021 650 3012

**Website:** [www.icts.uct.ac.za](http://www.icts.uct.ac.za)

**Reference number:** E20308

**Closing date:** 16 March 2020

*UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>*

UCT reserves the right not to appoint.