VACANCY:

HELPDESK ADMINISTRATOR – HEAD OFFICE (EAST LONDON)
PERMANENT CONTRACT: GRADE 10 (TOTAL COST TO COMPANY)

The incumbent will be responsible for the following:

- Provide first line support to staff on all company supported ICT applications.
- Troubleshoot computer problems and determine source and advise on appropriate action.
- Log helpdesk calls, attend to ICT related queries, and escalate issues where required.
- Capture, manage and report on relevant ICT matters for improving in-house ICT applications.
- Serve as liaison between line function staff and the ICT department to resolve ICT related issues.
- Provide basic empowerment to operators including computer orientation to new company staff.
- Provide required support to ensure continuity in productivity systems functional area applications.
- Undertake daily monitoring and implement appropriate risk management measures to safeguard smooth ICT operations at user department level.

MINIMUM REQUIREMENTS

- National Diploma or equivalent in Information Technology
- 2 years working experience of which 1 years should be in ICT environment.

This is a permanent position, and the successful candidate will be subjected to signing of a performance contract and verification of qualification. If you have not been contacted within 8 weeks after the closing date of the advertisement, please regard your application as unsuccessful.
In making these appointments, ECDC reserves the right to apply the principles enshrined in the Employment Equity Act, its policies and plans.

Please send your detailed CV and certified copies of qualifications to
The Human Resources Department
Tel: (043) 704 5783
Email: humanresources@ecdc.co.za
Closing date: 8 March 2024