

The South African Nursing Council (SANC) is the body entrusted to set and maintain standards of nursing education and practice in the Republic of South Africa. It is an autonomous, financially independent, statutory body, initially established by the Nursing Act, 1944 (Act No. 45 of 1944), and currently operating under the Nursing Act, 2005 (Act No. 33 of 2005). The SANC currently has the following vacancies, candidates that meet the requirements as provided are invited to apply.

ADVERTISEMENT

DEPARTMENT	: INFORMATION AND COMMUNICATION TECHNOLOGY
POSITION	: SERVICE DESK
REFERENCE NUMBER	: SD/001/08/2021
ANNUAL COST TO COMPANY REMUNERATION	: R377 050.94 - R459 623.00
TERMS OF APPOINTMENT	: PERMANENT
CLOSING DATE	: 10 SEPTEMBER 2021

MINIMUM REQUIREMENTS

- Grade 12
- Diploma/National Diploma in IT/Computer Science/Computer Engineering/Computer Systems and or equivalent qualification
- 3 years' experience in ICT Service Desk/Support environment


ADDED ADVANTAGE REQUIREMENT:

- ITIL foundation certificate
- CompTIA A+/N+/MCSA/MCSE, SDI: Service Desk Analyst
- Information Security qualification
- COBIT 5 Foundation
- A minimum of 1-year customer service experience

KNOWLEDGE REQUIRED

- End-user support hardware (Laptops, Desktop Computers, IP Phones, Printers, Projects, etc.)
- Microsoft Office Suite
- Windows 10 to 2019
- Windows client/server infrastructure
- Datacentre environmental controls

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- Networking concepts and protocols (TCP/IP, DNS and DHCP)
- Network cabling
- Active Directory (users and computers).
- Microsoft server 2008/2012/2016
- ICT helpdesk

REQUIRED COMPETENCIES

- Job knowledge
- Technical skills
- Acceptance of responsibility
- Time management
- Report writing
- Reliability
- Initiative
- Presentation and Communication
- Interpersonal relationships
- Service Level Management
- Incident Management
- Flexibility
- Team work
- Planning and execution

KEY PERFORMANCE AREAS:

- Build strong relations with end-users and interact with them efficiently and professionally to add value to the business
- Keep track of all end-user complaints and ensure they are attended to and resolved, or escalated.
- Continuously keep end-users updated on the status of their logged incident (verbal or written communication)
- Initiate projects which can improve end-user experience and contribute to the efficient running of the ICT service desk
- Conduct basic end user training
- Keep full records of engagements with 3rd party/vendors 100% of the time
- Provide daily, weekly, monthly and quarterly statistics of all logged calls and service desk team performance (as required)
- Be a central point of contact and keep a record of all incoming and outgoing equipment to and from SANC-ICT
- Keep an updated register of all SANC ICT related assets
- Record keeping - Document network and complex computer problems and their solutions for future reference

- Ensure compliance to SANC ICT policies and standard operating procedures (SOP)
- Analyze and diagnose incidents, escalate incident that requires higher-level support timeously and correctly
- Follow up with support personnel (Infrastructure, support and Applications teams) to ensure all active incidents are updated as per SLA
- Perform first line end user support, extract accurate details on first attempt to log a call with the correct details
- Classification and categorization of calls correctly on the first attempt
- Ensure calls are correctly logged, assigned and escalated to the correct support team member or supervisor
- Contribute (develop, review and input) to the development of policies and SOP's within area of responsibility
- Security Management - Adhere to all SANC and security measures and report to ICT management any transgressions to the appropriate authority
- Ensure that all logged calls are attended, resolved and closed within Service Level Agreement (SLA)
- Perform ad hoc tasks as delegated by the line manager/ supervisor

NB: Applications must be completed in full on the prescribed form, obtainable from the SANC website (www.sanc.co.za). Applications must be e-mailed to sd@sanc.co.za.

Incomplete applications or those which do not meet the above requirements will not be considered.

All applications must be accompanied by certified (not older than six months) copies of identity document and all relevant educational and professional qualifications as well as proof of professional registration, together with an up-to-date, detailed curriculum vitae (CV) including information on key performance areas and three contactable references, including the most recent employer. Foreign qualifications must be accompanied by a SAQA evaluation certificate.

The SANC will conduct background checks (e.g. employment verification and reference checks as indicated on the CV, as well as in respect of criminal record, citizenship, financial records, qualifications, driver's licence and active professional membership, where applicable). First preference will be given to South African citizens. The successful candidate will be appointed on a 12-month probation basis and will be permanently employed if all of the performance requirements are met during probation. Candidates may be subjected to practical tests and a competency-based assessment, determined by the SANC.

Please note: Correspondence will be limited to shortlisted candidates only; therefore, if you have not been contacted within four (4) months of the closing date of this advertisement, please accept that your application was not successful. The SANC is committed to employment equity and therefore people living with disabilities are encouraged to apply. Enquiries may be directed to Ms Veronica Mthethwa, at tel. no. (012) 426 9578. The South African Nursing Council reserves the right not to make any appointment.

