



IT ASSISTANT

PRIMARY PURPOSE

The purpose of this position is to assist the marketing and communications department in managing administrative tasks, responding to member queries, and supporting event marketing efforts.

KEY RESPONSIBILITIES

Technical Support:

○ First-Level Support:

- Provide initial technical support to end-users for hardware, software, and network issues.
- Address and resolve support tickets promptly.
- Escalate complex problems to senior team members or appropriate departments when necessary.

○ Remote Support:

- Utilize remote support tools to troubleshoot and resolve issues for off-site users, and after hours support.
- Manage support tickets using a ticketing system, ensuring clear documentation of each issue.

Desktop Management:

○ Setup and Deployment:

- Assist in the setup, configuration, and deployment of desktop computers, laptops, printers, and other peripherals.
- Perform installations, updates, and maintenance of operating systems and application software.
- Implement regular maintenance tasks, including updates, patches, and backups.

○ *Inventory Management:*

- Maintain an inventory of IT assets and manage lifecycle processes for hardware and software.
- Maintain the Password manager lists with any changes made.

User Assistance and Training:

○ *End-User Training:*

- Provide guidance and training to end-users on best practices and efficient use of IT resources.
- Develop and update user documentation and knowledge base articles to assist users in troubleshooting common issues.

○ *Customer Service:*

- Ensure a high level of customer satisfaction by delivering timely and effective support.

System Monitoring and Maintenance:

○ *Performance Monitoring:*

- Monitor desktop infrastructure for performance and security issues, proactively addressing potential problems.
- Assist in implementing and maintaining security protocols and measures.

○ *Audits and Compliance:*

- Participate in regular audits to ensure compliance with IT policies and procedures.
- Conduct inventory management and regular checks to maintain system integrity.

Collaboration and Projects:

○ *Team Collaboration:*

- Work closely with IT team members on various projects and initiatives, providing support and technical expertise.
- Participate in the planning and execution of hardware and software rollouts.

○ *Process Improvement:*

- Contribute to process improvement efforts, identifying opportunities to enhance IT operations.
- Assist in the development and implementation of IT policies and procedures.

Audio-Visual (AV) Support:

○ *AV Systems Management:*

- Set up and maintain audio-visual equipment for meetings, presentations, and events.
- Provide technical support for video conferencing systems and other AV technologies.

○ *Training and Troubleshooting:*

- Train end-users on the effective use of AV equipment.
- Troubleshoot and resolve AV-related issues promptly to ensure smooth operation during events.

Functions Support:

- *Event Coordination:*
 - Provide technical support for company events, ensuring all IT and AV requirements are met.
 - Coordinate with event organizers, and internal function coordinators to understand technical needs and provide appropriate solutions.
- *On-Site Support:*
 - Offer on-site technical support during functions, addressing any issues that arise in real-time.

PERSONAL ATTRIBUTES & SKILLS

- Strong troubleshooting and problem-solving abilities.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Customer-focused attitude with a commitment to providing high-quality support.
- Proficiency with remote support tools and ticketing systems.
- Knowledge of Active Directory, Group Policy, Azure Entra.
- Knowledge of networking concepts and security protocols.
- Ability to lift and move computer equipment as necessary.
- Willingness to work outside regular business hours for system maintenance or after-hours support.
- Valid driver's license and access to a car, as the role may require travel between sites.

MINIMUM / PREVIOUS EXPERIENCE

- 2-3 years of experience in a technical support or desktop engineering role.
- Familiarity with both Windows and Mac operating systems.
- Basic understanding of networking principles and protocols.
- Experience with enterprise-level remote support tools and ticketing systems.

QUALIFICATION

- Associate's degree in Computer Science, Information Technology, or related field.
- Bachelor's degree or relevant certifications (MCSA, CompTIA A+, MCP) (preferred)

PROPERTY

- Auckland Park and Woodmead

APPLY NOW!

APPLICATION PROCESS:

Interested employees must complete the application form and submit with their CV's to careers@ccj.co.za by no later than **25th October 2024**.