

**IT TECHNICIAN
HIRT & CARTER
DURBAN**

CORE PURPOSE OF THE JOB:

The IT Technician will perform operations support activities within the range of corporate network infrastructure, which include proficient use of software and hardware tools, internet techniques, hardware and system architecture and troubleshooting of software and hardware problems.

KEY PERFORMANCE AREAS:

- Performs local and remote testing on equipment for diagnosis and resolution
- Identify equipment/operating malfunctions, diagnose and resolve
- Stability at site 97% or more
- Ensure all assignments are completed and timeous feedback provided to all stakeholders
- Implement system specifications and provides ongoing maintenance to optimise functionality of devices, software, and related equipment such as scanners, printers and graphics equipment
- Adherence to security best practices, company policies and SOP's
- Provide support on business projects

QUALIFICATIONS / EXPERIENCE:

- Relevant tertiary qualification with at least 3-5 years' experience in a similar fast paced environment
- Qualifications in A+, N+ and MCSE
- Knowledge of multiple operating systems and networking systems is essential
- Knowledge of Mac operating systems beneficial
- Knowledge of Microsoft Exchange, Outlook and Pop3
- Knowledge of networking - Hubs, routers, switches and cabling

BEHAVIOURS & ATTRIBUTES:

- Service-orientated
- Strong technical and analytical skills
- Excellent communication skills
- High levels of initiative and dedication
- Team player

The advert has minimum requirements listed.

Management reserves the right to use additional / relevant information as criteria careers@hcg.one

Closing date for applications is Monday, 4th November 2024.