



**merSETA**

MANUFACTURING, ENGINEERING  
AND RELATED SERVICES SETA

**The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority. This SETA was established in terms of the Skills Development Act 97 of 1998 and encompasses the metal and engineering, auto manufacturing, motor retail, tyre manufacturing, plastics industries and automotive components sub-sectors**

### **INTERNAL & EXTERNAL ADVERT**

We have an excellent opportunity for the following professional to join the ICT Division:

**Temp: Technical Specialist: ICT Support (C3)**

**Salary 35 191.66 pm**

**FIXED-TERM CONTRACT: 6 MONTHS**

**Head Office**

**Purpose:** To oversee the day-to-day operations within the IT support office. The Technical Specialist: ICT will be responsible for all ICT support escalations and distributes work orders to ICT Technicians. The incumbent will be responsible for building and maintaining all Server infrastructure as well as to minimizing risks through disaster recovery and backups.

**Duties:** The duties include but are not limited to the following:

1. Ensure the optimal running of all systems
2. Provide telephone assistance via the IT helpdesk to all users, responding to user needs in a timely manner and ensuring the optimal running of all systems.
3. Administer the ICT inventory
4. First- and second-level desktop, server, and printer support
5. User Access Control
6. Installation of operating systems and software applications
7. Record, classify and prioritize requests and incidents.
8. Inventory Administration
9. Telephone and Mobile Maintenance
10. Procurement of IT services

### **Experience, knowledge and skills required:**

- NQF Level 6 qualification in information Technology/Information Systems/Computer Science
- Microsoft Certification
- At least 4 years IT Operational experience
- Experience with Network Security systems advantageous



- Microsoft Azure
- Familiarity with TCP/IP Stack and other protocols
- Microsoft Azure
- Microsoft Office 365
- Great troubleshooting abilities
- Interpersonal sensitivity
- Analysis and problem solving
- Attention to detail
- Customer service orientation
- Innovation
- Interpersonal sensitivity
- Investigative orientation
- Oral and written communication
- Teamwork

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The MERSETA is an equal opportunity employer; however, **preference will be given to Affirmative Action Candidates and People with Disabilities in line with the EE Plan.** Please submit a detailed CV and motivational letter to: [recruitment@merseta.org.za](mailto:recruitment@merseta.org.za)

Only shortlisted candidates will be contacted. **Internal applicants will be shortlisted only if they meet all the requirements.** Should you not be contacted within 21 days after the closing date, please know that your application was not successful. **The MERSETA reserves the right to not make an appointment.**

**CLOSING DATE: 28 April 2023**