



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:

Information Systems Support Analyst B5
SALARY LEVEL (MIN.TO MID.): 291 171- 344 634
12 MONTHS FIXED-TERM CONTRACT
Head Office

Purpose – The purpose of this position is to provide day to day operations of the MIS unit, and assist with the first line support for the improvement of communication and resolution of system related issues including improving stakeholder communication.

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

1. Performing analysis of root causes
2. Developing checklists for reoccurring problems
3. Developing recommendations for procedures to prevent problems
4. Evaluating and resolving complex problems that arise
5. Troubleshooting hardware and software issues
6. Performing user administrative tasks

Qualities, experience, knowledge and skills required:

- NQF Level 6 qualification in Information Technology/ Information Systems / Computer Science or related field
- At least 1 year experience in ICT environment
- Knowledge of SETAs and its functions
- Knowledge of SETA MIS systems
- Good written and verbal communication skills
- Good understanding and experience with information systems incident management



- Good customer services skills
- Analytical and problem-solving skills to troubleshoot and diagnose issues
- Customer focus
- Helpdesk support
- Use of Office 365

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

Only short-listed candidates will be contacted. 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: 25 July 2023