



systems
INFO.TECHNOLOGY

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JOB TITLE : ONSITE TECHNICIAN

DESCRIPTION

A dynamic Information Technology company providing infrastructure solutions and support services is looking for a ONSITE TECHNICIAN.

The technician will manage SLA clients with a wide array of problems including basic Server Support, Desktop Support, Internet Connectivity & Email.

CANDIDATE KNOWLEDGE AND EXPERIENCE

DESKTOP AND SERVER KNOWLEDGE

- General hardware installation, configuration and troubleshooting (Desktop, Servers & RAID).
- General software troubleshooting on servers and desktops (repairing broken operating system files)
- General troubleshooting on all IT related equipment.
- Basic knowledge of Microsoft server operating systems – Mainly Small Business Server 2003/2008/ 2011
- Basic knowledge of Exchange – Implementation, Administration and Recovery
- Basic knowledge of Active Directory administration: creating user accounts, resetting passwords, mapping network drives.
- Good knowledge of Microsoft desktop operating systems and desktop software.
- Ability to carry out basic troubleshooting, understanding of Windows event logs.
- Basic experience with server maintenance and health checks on Server.

CONNECTIVITY

- Good with remote support applications and techniques (e.g. VPN, RDP and VNC).
- Good understanding of how the Internet works, specifically with DNS, ADSL/Internet & E-mail.
- Good knowledge of TCP/IP networking is required. LAN, 802.11x, DNS, DHCP
- Experience with configuring ADSL routers & Wireless Access Points
- General networking troubleshooting
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APPLICATION SOFTWARE

- Good knowledge of Backup software, devices, troubleshooting.
- Good working knowledge of all Microsoft Office applications e.g. Outlook, Word and Excel.
- Good knowledge of unwanted programs on a desktop i.e. spyware, malware
- Experience with logging and following up calls with external suppliers and service providers.
- Excellent communication skills on and off the telephone.
- Ability to lead users through diagnostic procedures to determine the source of a problem.

PERSONAL ATTRIBUTES

- A self motivated person with great communication skills, dynamic and professional.
- Ability to handle problem recognition; research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or senior technical staff.
- Ability to work in a pressurized environment; solve, evaluate and prioritizes computer problem support queries
- Time Management; ability to ensure the timely completion of all support tickets, tasks and provide weekly status reports to management
- Team-oriented;
- Minimum of 3-5 years of experience in servers, desktops, application software, Internet and Email

GENERAL DUTIES

- Respond to and resolve support calls at customer sites and via remote connection (desktop and server)
- Assist users with Internet Connectivity, E-mail and Hosting related queries/problems.
- Assist customers telephonically.
- Remote administration of servers and workstations.
- Assist technical staff (colleagues) with resolving issues.
- Liaise with external suppliers in certain instances where external support is required.
- Record daily logs, history notes, call notes, opening and changing status of support tickets using customer relationship management software.
- Assist in writing or revising user training materials for support services such as service forms, work flow charts, incident reports and visual displays.

QUALIFICATIONS

Working Experience in an environment that requires as much of the above is more important than academic qualifications.

- Matriculation certificate.
- A+, Server+, N+ or similar qualification an advantage.
- MCITP an advantage

ABOUT THE COMPANY

- A Dynamic I.T Support company with a head office in Cape Town and a branch office in JHB.
- The company provides IT infrastructure solutions based on tried and tested architectures and methodologies.
- The company provides support and consulting services for existing IT infrastructures.
- Solutions include: Maintenance Support Plans, Microsoft Small Business Server installations and support services, Computer Service Centre, Internet Connectivity & Hosting Services.
- Storage solutions – backups, data redundancy ; Security and messaging solutions – network monitoring, patch management, Server based faxing and e-mail ; Network solutions
- Power solutions – UPS and power protection,

Remuneration:

Basic salary, cell allowance, car allowance, commission on sales. Opportunity to work towards company profit sharing.

Market Related Salary based on experience

The requirements are non-negotiable and applicants should feel that they meet 90% of the requirements in order to be considered!

Please note that a basic technical knowledge test will be required upon first interview.