SENIOR IT SERVICE DESK CONSULTANTS (x2)

(Payclass 10)

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES (ICTS)

Customer Services (CSD) is a division of the Information & Communication Technology Services (ICTS) department. The division is responsible for the IT Service Desk, student computer lab management services, IT installations, classroom support services, service level agreements, training, and communicating with the University community on behalf of ICTS. The IT Service Desk offers phone services (including the University's switchboard) as well as desktop support to UCT staff and students.

We are looking for dynamic and motivated people to fill the two vacant Senior IT Service Desk Consultant positions.

The successful candidates will be responsible for: • capturing support requests • researching and providing accurate and comprehensive solutions to customers primarily via telephone • supervising and mentoring colleagues • overseeing workflow for a small team • assessing the quality of work within the team • co-ordinating research and development of services and products and team projects.

Appointment to this position requires: • a relevant tertiary qualification at NQF6 • minimum 3 years' experience in a customer-focused IT support position • current A+ qualification • current Microsoft or Apple Mac certification • good technical knowledge of ICT hardware and software • excellent troubleshooting skills for Microsoft and Apple Mac • the ability to lead a small team • a strong customer service ethic • good verbal and written communication skills • being able to work under pressure • an unendorsed driver's licence.

The annual remuneration package, including benefits, is between **R639 581 and R752 447**

To apply, please e-mail the documents below in a **single pdf file** to: icts-jobs@uct.ac.za

- UCT Application Form (download at http://forms.uct.ac.za/hr201.doc)
- Motivational letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete.
Only shortlisted candidates will be contacted and may be required to undergo competency and pre-placement-medical assessments.

Telephone:	021 650 3012	**Website:**	www.icts.uct.ac.za
Reference number:	E25433	**Closing date:**	08 May 2025

UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf.

UCT reserves the right not to appoint.