



Pan South African Language Board (PanSALB) is a statutory body established in terms of Act 59 of 1995 (as amended) for, inter alia, the creation of conditions for the development and for the promotion of equal use and enjoyment of all the official South African languages. PanSALB seeks to appoint results-driven, assertive and dedicated individuals to fill the following position at our Organisation

ICT TECHNICIAN: END USER TECHNICAL SUPPORT X2

Salary level: 07

Salary: R294,321 + plus 37% in lieu of benefits

Duration: Contract

Location: Head Office (Pretoria)

The purpose of the position: To provide ICT technical support to the institution and relevant stakeholders, including troubleshooting and diagnosing computer hardware and software issues, installations, configuration of hardware and software, setting up computer networks, and solving technical issues as they arise.

Minimum Requirements: Applicants must be in possession of a Senior Certificate/ Matric Certificate /Grade 12 Certificate or equivalent qualification and a three-year National Diploma or Degree (NQF level 6 or 7) as recognised by SAQA in IT or relevant qualification. The Applicant must have 1-2 years' experience or more in an ICT environment.

Technical competencies needed: Network and end-user support, Programming knowledge, PanSALB current IT Systems.

Key Performance Areas: The successful applicant will be expected to perform the following tasks amongst others but not limited to the following tasks and responsibilities:

- Service Desk Support: Receive calls and provide one-on-one end-user problem resolution.
- Coordination of repairs: Coordinates timely repair of computer equipment covered by supplies.
- Desktop and LAN support: Installation, configuring, upgrading, and troubleshooting of the computers and mobile devices (software/hardware).
- System Support: Set up users and support transversal systems and other PanSALB systems and applications.
- ICT equipment: Investigation of the need for ICT equipment, maintain records and inventories of ICT users, assets, and resources.
- General Office Administration: Maintain the IT Operations technical files and registers for Audits.

Applications must be submitted on a signed and dated PanSALB Application Form, obtainable from the PanSALB Website and must be accompanied by a comprehensive CV including copies of ID and qualifications (no need to certify copies). Incomplete applications will not be considered. It will be expected of candidates to be available for interviews on the date and time and at a place as determined by the PanSALB

PanSALB is an equal opportunity, affirmative action employer. It is our intention to promote representivity (race, gender and disability) in PanSALB through the filling of posts. Candidates whose transfer/ promotions/ appointment will promote representivity will receive preference. The appointment of a successful candidate will be subjected to the result/ outcome of Personnel Security checks, vetting and competency assessment. If you have not been contacted 1 month of the closing date, kindly deem your application unsuccessfully. Correspondence will only be with short-listed candidates.

Interested individuals are invited to submit their applications at ictapplications@pansalb.org quoting the reference number and the position in the subject line of your email. If you have not been contacted one month after the closing date, kindly consider your application unsuccessful. Correspondence will only be entered into with short-listed candidates.

For more information visit www.pansalb.org/vacancies

Closing Date:
30 November 2023