



Joburg|Market

Joburg Market (SOC) Ltd

Heidelberg Road
City Deep
Johannesburg
2049

PO Box 86007
City Deep,
Johannesburg
South Africa
2049

Tel +27(0) 11 992 8000
Fax +27(0) 11 613 7381
E-mail: info@joburgmarket.co.za

NETWORK SUPPORT OFFICER
R21 923.34 Basic Salary excluding benefits

JOB PURPOSE

To provide second line technical support to Information Communication Technology (ICT), network, servers, backups, end user desktop support.

DUTIES AND RESPONSIBILITIES

Attend to service desk requests from IT end users. Test hardware and network changes according to documented test plan. Provide feedback on test failures. Undertake and manage the rollout of successful changes to networks. Undertake and manage the change control process with respect to IT systems and networks. Update current system documentation after rollout of system changes. Manage work of contracted services. Liaise with Infrastructure & Facilities regarding power and infrastructure matters. Ensure corporate asset policies are adhered to in terms of all IT hardware. Ensure all system backups are successful and available for all systems. Manage tape backup storage with service provider. Participate in all business continuity and IT disaster recovery exercises. Manage warranty service packs and liaise with service providers regarding servers. Ensure enforcement of performance by 3rd party contractors in line with service level agreement. Ensure warranty and service provider information is readily available (IT asset management). Ensure that all tasks are recorded accurately on the helpdesk system to the extent that the system forms an audit trail of tasks assigned. Provide feedback updates to system regarding Installed Base. Ensure system backups are performed and test same. Perform miscellaneous job-related duties as assigned.

QUALIFICATION AND EXPERIENCE

- National Diploma in IT / NQF level 6 and/or Matric plus IT technical certifications
- 3 years relevant experience in an IT environment

Joburg Market is an equal opportunity employer. All appointments will be made in accordance with Joburg Market Employment Equity Policy. JM reserves the right not to make an appointment. Please forward all applications to: vacancy@joburgmarket.co.za. In the subject line please type: NETWORK SUPPORT SYSTEM. All applications must have attached the following: Cover Letter, a concise CV, certified copies of ID and supporting Qualifications, if not your application will be rejected. Please note: if not contacted within 12 weeks of closing date, consider your application as being unsuccessful.

N. B. Applicants from Indian, Coloured and White population Groups plus people with Disabilities are encouraged to apply.

The closing date is 27 June 2021 at 12:00 pm.

M. J. Martin
17/6/21.