

Position: Desktop Technicians X8
(12 months fixed-term contract appointment)
Paterson Grade: B - Upper
Salary ranges from R 103 300 – R 185 900 maximum

Requirements:

- The successful candidate must hold a National Diploma in Information Technology or Informatics/Information Systems or similar qualification on SAQA level NQF6 coupled with 3-6 months practical experience in ICT Technical Support/ End- User Support.
- The following Certificates A+, N+ and or MCSA/MCSE and ITIL Foundation Certificate will be an added advantage.

Duties:

- Providing technical support, answering support queries either walk-ins or via phone or email.
- Maintaining a high degree of customer service for all support queries and adhere to policies and procedures.
- Taking ownership of user problems and be proactive when dealing with user issues.
- Logging all calls on the call logging system and maintaining full documentation.
- Responding to enquiries from clients and resolve any hardware or software problems.
- Maintaining a log of any software or hardware problems detected.
- Supporting users in the use of computer equipment by providing necessary training and advice.
- Escalating more complex service issues to the relevant IT personnel.
- Troubleshooting & Problem Solving of workstation related problems.
- Maintaining Asset Register of all IT equipment in the department.
- Managing and maintaining workstations 10/11,
- Implementing workstations (8, 10, 11).
- Implementing and supporting of MS Office products including but not limited to MS Word, MS Excel, MS Outlook, and MS PowerPoint.
- Installing and Supporting of Network & Local Printers.
- Creating and Removing users on Microsoft Active Directory
- Preventative maintenance

Knowledge:

- HP Desktops, laptops support and troubleshooting.
- PC Integration and connectivity (TCP/IP technology).
- Basic knowledge of ICT security standards and requirements.
- Windows server Administration.
- Active Directory, Exchange Server.
- Windows Operating Systems (10, 11).
- Microsoft Office (2013 - O365).
- Knowledge of ICT Helpdesk system (Management and distribution of calls (escalations).
- ICT Documentation management (filing of ICT forms and other related documents).
- Knowledge of backup technologies.
- Basic Cisco knowledge will be advantageous.
- Local area network (LAN) Support.
- Basic applications support.
- Basic SQL knowledge.

Skills:

- Customer focused and fast response time
- Team player and problem solver by nature.
- Process and procedure driven.
- Troubleshooting skills in Microsoft desktop technologies.
- Effective stress and time management skills.
- Efficient communications skills.

Closing Date: 25 February 2026

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: COM-recruitment@ncr.org.za

Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.

