



**iThemba  
LABS**  
Laboratory for Accelerator  
Based Sciences

**Department:** IT

**POSITION:** Service Desk Technician Internship

**Purpose:**

The Service Desk Technician will be expected to provide support to end users for either PC, server, network applications or hardware.

**Minimum Requirements:**

- IT Degree / Diploma / Commensurate Experience with a vendor related qualification (Microsoft or Open Source).

**Skills and attributes:**

- Practical experience and knowledge of computer hardware and software;
- Knowledge of computer networking principles and techniques, including configuration and maintenance of network hubs and switches, cabling and wireless networks;
- Willingness to learn;
- The ability to work well in a team;
- Problem solving skills;
- Solid interpersonal skills including managing customer expectations;
- Excellent time management skills.

**Duties will include but are not limited to:**

The candidate will assist in:

- Installing and configuring computer hardware operating systems and applications;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- Log, resolve and escalate IT related support requests as appropriate;
- Replacing parts as required;
- Supporting the roll-out of new applications;
- Setting up new users' accounts and profiles;
- Monitoring and maintaining computer systems and networks.

***The NRF is committed to employment equity and redress. Correspondence will be conducted with the shortlisted candidates. Applicants should e-mail their detailed CV careers@tlabs.ac.za***

Closing Date: 20 February 2018