

INTERNAL JOB ADVERT

Job Title:	ICT Technical Support	Division:	ICT Department
Reports To:	ICT Manager	Programme:	IT/Shared Services
Number of Direct Report:	0	Location:	HQ
Paterson Grade:	TBC	Employment Type	Permanent

Primary Purpose

ICT Technical Support maintains the ICT systems of the entire organization, ensure systems run smoothly, and provide technical support service for all end users. ICT Technical Support also provides ICT training and guides for all system users to be able to maximize the ICT systems utilization

Key Performance Areas (KPA's)

- 1 ICT Environment Management
- 2 Applications
- 3 End User Support
- 4 Training
- 5 Communication, Reporting, and Supervising

Key Performance Indicators (KPI's)

1. ICT Environment Management

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all current ICT systems, and new operating systems, databases telephones, and software applications.
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Provide appropriate hardware parts for staff members devices within a reasonable timeframe.
- Troubleshoot system and network problems and diagnosing and solving hardware or software faults.
- Repair equipment and replace parts.
- Responsible for the disaster recovery plan implementation.
- Test the Disaster Recovery Plan on a regular basis.
- Maintain logs and/or lists of required repairs and maintenance
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Create and maintain architecture design for the application and network.
- Maintain current and accurate inventory of ICT assets, hardware, software and Resources.
- Ensure that all ICT assets owned by the organization are maintained properly.
- Manage software license renewals and hardware maintenance, contract updates, and insurance for IT assets.
- Manage stock of equipment, consumables and other supplies.
- Responsible for organization's network security and robustness of the firewall and architecture.
- Responsible for the access control for the network and applications.
- Responsible for the implementation of Information security ethics for all employees of the organization.
- Ensure hardware is stripped and secured before disposal.
- Monitor the information security management of all other departments.
- Announce cyber security trends and provide awareness training.
- Advise staff of security breach and/or change in password or security status.
- Keep current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements.
- Test and evaluate new technology.
- Plan and undertake scheduled maintenance upgrades.
- Provide recommendations about accessing information and support.

2. Applications

- Implement the Project Mangers instructions, develop ICT systems and application software for mobile, web and Windows, required by the WDB Trust, partner organizations, or Clients.
- Maintain and support ICT systems and application software owned by the organization.
- Provide training to end users as a part of deployment activity.
- Provide support for the corporate Website and Intra-site

3. End User Support

- Troubleshoot hardware, software and network operating system for all staff members of the WDB Trust.
- Record the support log and review the log regularly to minimize the user issue volume and response lead time.
- Develop standard operating procedures and best practices, including providing written protocols and guidance for IT staff and end-users.
- Assist staff or clients through a series of actions, either face to face or remotely, to help set up systems or resolve issues.
- Setup new user accounts and profiles and resolve password issues.
- Responsible for ICT systems within operations offered by the WDB Trust programmes.
- Assist in providing relevant training for programme team members to ensure proper ICT system usage.
- Evaluate programme operations procedure and ensure the system performs properly all the time.
- Analyse programme operation procedure and provide recommendations to optimize IT use.
- Provide electronic reports.

4. Training

- Provide ICT training for all employees.
- Provide orientation to new users of existing technology.
- Provide individual training and support on request.
- Train staff about potential uses of existing technology.

5. Communication, Reporting, and Supervising

- Communicate regularly with ICT Manager and all users of information services and systems.
- Rapidly establish a good working relationship with customers and other professionals.
- Responsible for reporting to ICT Manager regarding daily activity, system changes, incident and problems.
- Supervise junior staff of technical support team.
- Perform other related duties as required by ICT Manager during working hours.

Problem Solving

- Data management
- Conducive work environment
Poverty Eradication
- Team support
- Contract Monitoring and Analysis

Educational Requirements

- Diploma of Information Technology
- Microsoft IT Certification, MCSA / MCSE / MCTS / MOS (preferred)
- A+ Desktop certification (preferred)

Behavioral Competencies (Level)

- Reliable
- Team player
- Patience

Self-Management Competencies (Level)

- Self-Leadership
- Working Independently

Relevant Experience

- Three years' work experience
- Three years systems operations and PC environment systems experience.
- Experience with Windows operating system; minimum 3 years
- Experience with MS Office version 2007 or later required; minimum 3 years
- Experience replacing system hard drives, video cards, and memory required.
- Experience with MS Server 2012 / SQL Database / Website development (preferred)

Contacts Details

To apply please send your CV to: recruitment@wdb.co.za
Subject line: ICT Technical Support
Closing date: 20 April 2026.

If you do not receive a response within 2 weeks, please consider your application unsuccessful