IT SERVICE DESK CONSULTANT
(Payclass 09; T1 Contract)

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES (ICTS)

Customer Services (CSD) is a division of the Information & Communication Technology Services (ICTS) department. The division is responsible for the IT Service Desk, student computer lab management services, IT installations, classroom support services, service level agreements, training, and communicating with the University community on behalf of ICTS. The IT Service Desk offers phone services (including the University's switchboard) as well as desktop support for UCT staff and students.

We are looking for a dynamic, motivated, and organized person to join our IT Service Desk team to support staff and students with their ICT needs both telephonically and onsite. **This is a contract position until the end of February 2026.**

Responsibilities include:

- Capturing support requests
- Researching and providing accurate and comprehensive solutions to customers via telephone and onsite.
- Participating in team projects, as well as research and development of services and products.
- Coach and mentor junior colleagues

Minimum requirements include:

- Grade 12 or a technical equivalent
- Current A+ (not older than 3 years), Microsoft or Apple MAC certification or equivalent qualification
- 2 years in a customer-focused IT support position
- An unendorsed 08 driver's license

Skills required:

- Excellent working knowledge of the use of common IT hardware and software applications
- Strong customer service ethic
- Excellent problem-solving skills for Microsoft and Apple Mac
- Excellent written and spoken communication skills
- Business and technical writing skills
- Ability to coach and mentor junior colleagues

The annual remuneration package, including benefits, is between R324 783 and R514 000 per annum.

To apply, please e-mail the below documents in a **single pdf file** to: icts-jobs@uct.ac.za
- UCT Application Form (download a HR201 form at http://forms.uct.ac.za/hr201.doc)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete and not considered. Only shortlisted

candidates will be contacted and may be required to undergo a competency test.

Telephone:	021 650 3012	**Website:**	www.icts.uct.ac.za
Reference number:	E25803	**Closing date:**	14 August 2025