

NETWORK SUPPORT OFFICER

Salary: (T10/C2) R25 061.13 per month (Basic Excluding benefits)

JOB PURPOSE

- To provide second line technical support to Information Communication Technology (ICT), Network servers, back-ups and 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.

M. J. Nort
3/10/23



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www.joburgmarket.com



PO Box 86007
City Deep, Johannesburg
South Africa
2049

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QUALIFICATIONS

- National Diploma in IT /NQF level 6 and/or Matric plus IT Technical Certifications
- +3 Years relevant experience

ADDED ADVANTAGE REQUIREMENTS

- MSCE Qualification
- N+ Qualification (Network)
- A+ Hardware Qualification

Joburg Market is an equal opportunity employer. All appointments will be made in accordance with Joburg Market Employment Equity Policy.

Joburg Market reserves the right not to make appointment

Email to: NSOfficer2023@joburgmarket.co.za

Please note all CV's must have the following

Attachments: Cover Letter, certified copy of ID, and supporting qualifications, if not attached your application will be rejected. **NO APPLICATION FORMS MUST BE COMPLETED**

By submitting your application for a position at Joburg Market, you are consenting that the personal information submitted as part of your application may be used for the purposes of Recruitment and Selection and related process.

Please take note that if you are not contacted after 4 weeks of closing date; consider your application as unsuccessful.

Employment Equity Target: White Male

The closing date is 12 October 2023 at 12:00 pm.

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