



## Mbuyelo Group (Pty) Ltd

### IT SUPPORT TECHNICIAN: **ROLE PROFILE**

ROLE PROFILE: IT SUPPORT TECHNICIAN			
GROUP FUNCTION / BUSINESS UNIT	Mbuyelo Management Services	OPERATION	Mbuyelo Management Services
LOCATION	Head Office/ Meyersdal	DEPARTMENT	Information Technology & Support
REPORTING STRUCTURE			
REPORTS TO (TITLE)	Senior IT Technician		
ROLE SUMMARY (PURPOSE)			
The role is responsible for performing onsite and remote hardware, software and peripheral updates and repairs. Responsible for troubleshooting and repairs of computer systems and peripheral equipment located throughout Mbuyelo. This may include LAN installations, upgrades and repairs. May maintain an adequate spare parts inventory of systems, subsystems and component parts used in repair work. Prepares progress reports for all work performed. May have supervisory responsibilities. The role requires frequent travelling across the operations.			
KEY WORK OUTPUTS AND ACCOUNTABILITIES			
<ul style="list-style-type: none"><li>• Maintenance, implementing, diagnosing and resolving both Software and hardware on the server and Individual machines.</li><li>• Maintaining the existing Operational systems at the mine and other places where the company may be conducting business</li><li>• Perform incremental backups on both server and user machines.</li><li>• To assist all users with any logged IT related incident when called upon.</li><li>• To take ownership of issues by carrying out problem analysis to implement temporary or permanent solutions with the aim of restoring service to the employee (customer) as soon as possible; escalating incidents to other support teams where necessary.</li><li>• To accurately record, update and document requests using the IT service desk system.</li><li>• To install and configure new IT equipment.</li><li>• To resolve incidents and upgrade different types of software and hardware</li><li>• To resolve incidents with printers, copiers and scanners</li><li>• To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.</li><li>• Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.</li><li>• To create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.</li><li>• Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.</li><li>• To work within the relevant legislation, policies and procedures.</li><li>• Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility</li><li>• Web development and graphic design</li></ul>			
REQUIREMENTS			
QUALIFICATIONS/ EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"><li>• MCSE (MS Certified Systems Engineering) or Equivalent tertiary qualification</li><li>• A+ Certification &amp; N+ Certification</li><li>• HTML</li><li>• Certificates/Certification - MCTS (Windows Server 2008 Administration)</li><li>• Some HR/Payroll Experience.</li><li>• SQL database experience “For SAP and other specialised programs”.</li><li>• 2 years + IT Support Experience</li><li>• Must be a team player and be willing to work after hours and weekends should the need arise.</li><li>• Must be willing to learn as technology is versatile.</li></ul>		

	<p>Please quote the reference number <b>MMS0125</b> to the email address below when applying</p>
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[hr@mbuyelo.com](mailto:hr@mbuyelo.com)

**CLOSING DATE: 11 March 2025**