

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Desktop Support Engineer

Location: Port Elizabeth (at Plettenberg Bay Municipality)

Desktop and End-User Support

Primary Role Accountabilities:

- Perform tasks/activities associated with the provision of end-user support and analyses, diagnoses and resolve software/hardware problems ensuring optimum and uninterrupted functionality of daily user operations.
- Provides in person or remote end user support as directed by the Senior Support Engineer. Responsible for all Desktop, Laptop and mobile equipment build (hardware and software), LAN and Radio Links.
- Assist with asset management and stock management being responsible for assets deployment and the document trail of the device owner.
- Participate in the customer's ICT project related tasks to improve and enhance the customer's internal network, this may include any aspect of ICT operations and is not limited to support and include enhancements.
- Maintain and document a regular log of daily, weekly, and monthly checks, ensuring proactive operational performance and reliability of the customer's ICT infrastructure.

Critical Requirements - Skills, Experience & Qualifications:

- 5 years of solid technical experience in LAN, End User devices and PC's, Microsoft
- Microsoft MCSA 2016 or Equivalent
- Extensive experience supporting Microsoft Exchange 2010 or higher
- ITIL v2 Foundation experience
- Extensive experience supporting Active Directory
- Extensive experience supporting multi-Vendor Hardware and Software platforms
- Self-starter with a proven track record and contactable references
- Essential Own reliable transport and driver's license

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verification; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certified qualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

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