

**Internal/External Vacancy Advert**

**Date of advertisement: 13 September 2021**

**About us:**

Our commitment to our stakeholders is to be the best and most successful IT distributor in our region. We strive towards this goal by being the most valued channel for our partners and by contributing to the growth and profitability of our shareholders, staff, vendors, channel partners and their customers.

**Axiz is an equal opportunity employer and this position will be filled in accordance with our current Employment Equity practices.**

**Job Specification:**

<b>Position:</b>	IT Support Engineer	<b>Location:</b>	Gauteng
<b>Company:</b>	Axiz	<b>Department:</b>	Axiz Field Services
<b>Employment Type:</b>	Fixed Term Contract	<b>Reporting to:</b>	HR Manager

**Purpose of the position:**

Handle daily technical support activities on desktop support, data network and server management.

**Key Responsibilities:**

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| <ul style="list-style-type: none"> <li>• Oversee and update assigned support service requests;</li> <li>• Handle daily technical support activities on desktop; support, data network and server management;</li> <li>• Grow clients and communicate to account Manager by determining new opportunities;</li> <li>• Setup desktop computers, peripherals, and test network connections;</li> <li>• Install and test desktop software applications and internet browsers;</li> <li>• Test computers to ensure proper functioning of computer systems;</li> <li>• Train end users on usage of computer hardware and software;</li> <li>• Develop and manage effective professional working relationships with contractor personnel, co-workers and clients;</li> </ul> | <ul style="list-style-type: none"> <li>• Adhere to policies as per corporate manuals and directives.</li> <li>• Extend computer support for systems' software and hardware;</li> <li>• Setup computers and install software for various applications and programs;</li> <li>• Interact with staff on desktop problems and their resolution;</li> <li>• Network and connect computers within organization to better communication;</li> <li>• Order or buy computer systems and liaise with purchase and supplies department;</li> <li>• Maintain computer peripheral devices like printers and resolve associated problems.</li> </ul> |
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**Job Requirements:**

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| <b>Education and Experience:</b> | <ul style="list-style-type: none"> <li>• Matric (Grade 12)</li> <li>• Diploma in Information Technology or Equivalent</li> <li>• Preferably MCSE certified or MCIPT with Exchange and AD</li> <li>• N+</li> <li>• A+</li> <li>• CCNA would be advantageous</li> <li>• 1 year Support Experience</li> <li>• Basic Server experience</li> <li>• TCP/IP Printing</li> <li>• Windows XP</li> <li>• Windows 7/8/10</li> <li>• Active Directory user management</li> <li>• MS Office Suite Sound understanding of networking</li> <li>• Solid Windows operating system (OS) knowledge.</li> <li>• Solid knowledge on Windows processing hardware.</li> <li>• Solid Windows GUI and command line knowledge.</li> <li>• Understand Operator and Production Support or Application support roles.</li> </ul> |
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<b>Technical Competencies:</b>	<ul style="list-style-type: none"><li>• MS Office essential</li><li>• ITIL v3 or ITIL</li></ul>
<b>Behavioural Competencies:</b>	<ul style="list-style-type: none"><li>• Accuracy/Attention to detail and Analytical;</li><li>• Deadline Driven/Ability to work under pressure;</li><li>• Systematic/Logical thinking;</li><li>• Self-Motivated.</li></ul>
<b>Application Process:</b>	
<b>Contact Person:</b> The Recruitment Team	<b>Telephone Number:</b> 011 237 7000
<b>E-mail address:</b> <a href="mailto:careers@axiz.com">careers@axiz.com</a>	<b>Closing Date:</b> 20 September 2021
<b>The company is under no obligation to fill this position and should you not have had any feedback within 2 weeks after the closing date, you may consider your application unsuccessful.</b>	