



sanedi

South African National Energy
Development Institute

ENERGY INNOVATION FOR LIFE
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1. Position description and duration

Temporary Worker - IT and Project Support (6 months)

2. Department and section

Data and Knowledge Management and Administration

3. Job requirements:

3.1.1 Qualifications and Experience

Minimum Requirements

- BA in IT, Computer Science, or similar relevant field
- Previous working experience as an IT Help Desk Technician for (3) year(s)

Summary of Key Responsibilities

- Serve as the first contact with customers who need technical assistance via the phone or email
- Perform troubleshooting using different diagnostic techniques
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues
- Provide quick resolution and excellent customer service
- Redirect unresolved issues to the next level of support personnel
- Provide needed information on IT products or services
- Keep record of problems and their resolution
- Follow-up with customers
- Provide feedback on processes and make recommendations on areas to improve
- Maintain technical documentation and service catalogue on installation of software, configuration of hardware and problem troubleshooting
- Suggest improvements on procedures

Knowledge and Skills Requirements

- In-depth knowledge of computer systems and mobile devices
- GIS fundamentals
- Hands on experience with diagnosing and resolving basic technical issues
- Excellent communication and interpersonal skills
- Customer-oriented and patient

The closing date for this position is: **26 July 2022.**

Please email a detailed CV to: recruitment@sanedi.org.za