



JOB PROFILE

POSITION DESCRIPTION

Position Title	ICT Helpdesk Administrator
Description	The ICT Helpdesk is primarily responsible for providing a single point of contact to the NDA for Information and Communication Technology (ICT) services. In addition, the post also provides incident management and first line support to NDA employees.
Division	Corporate Support Services
Reports To	ICT Specialist: Support Services
Position location	Head Office
Peromnes Grade	11
Number of Direct Reports	N/A

POSITION REQUIREMENTS

Minimum Qualification	<ul style="list-style-type: none"> • Grade 12/ Matric Certificate and; • CompTIA A+ certification
Essential Experience	<ul style="list-style-type: none"> • Minimum of 2-years IT Helpdesk and technical support • Basic experience in remote customer support
Knowledge	<ul style="list-style-type: none"> • Information Technology Infrastructure Library (ITIL) Foundation • Knowledge of IT Basics or concepts • Working knowledge of fundamental operations of relevant software, hardware and other equipment • Knowledge of relevant call tracking applications • Related experience and training in troubleshooting and providing help desk support
Skills & Abilities	<ul style="list-style-type: none"> • Good communication skills • Problem-solving • Customer service orientation • Attention to detail • Confidentiality

MAIN AREAS OF RESPONSIBILITY

<p>Helpdesk Support</p>	<ul style="list-style-type: none"> • Receive and redirect calls/incidents to correct IT Specialist (Networks, Systems, Application and Desktop). • Diagnose and resolve first line technical hardware and software issues. • Identify and escalate situations requiring urgent attention. • Track and route problems/requests and document resolutions. • Prepare activity reports on all calls logged. • Keep abreast with systems information, changes and updates. • Provide a single point of contact to the NDA for information technology related services. • Advise users on appropriate action relating to desktop challenges. • Follow standard help desk procedures. • Assist end users via telephone, email or trouble ticket enquiries to resolve or escalate IT issues and services. • Monitor and respond to requests received through the IT helpdesk. • Utilize and maintain the helpdesk tracking software (call logging system). • Update the internal knowledgebase with issue resolution details. • Assist the IT Specialist: Support Services to compile IT Service Reports. • Act as a liaison between customers and technical escalation teams.
<p>Administration support</p>	<ul style="list-style-type: none"> • Assist with on-boarding of new users and exits. • Perform general clerical duties to include but not limited to photocopying, faxing, mailing and filing for all Sub-Unit functions. • Assist with the management of ICT Assets. • Maintain inventory of all hardware and software licenses. • Assist co-workers with computer systems operations including setup of new computers, maintenance; hardware purchasing, shipping, receiving; and hardware/software installations.

KEY RELATIONSHIP INTERFACES

<p>Internal Relationships - other than reporting lines (manager and subordinates). *</p>	<p>External Relationships (With Local/Provincial structures and other key parties, specify)</p>
<ul style="list-style-type: none"> • All directorates and units as support function 	<ul style="list-style-type: none"> • Service Providers

<p>Signed by: (Job Holder)</p>	<p>Authorised by:</p>
<p>Date:</p>	<p>Date:</p>