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**DIRECTORATE**  
CORPORATE SERVICES

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**DEPARTMENT**  
Information Systems and  
Technology

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**SALARY**

Basic: R369 348 p.a.

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**REFERENCE NUMBER**

CS 89/21 Ext

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**CLOSING DATE**

12.11.2021

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**ELIGIBILITY**

Suitably qualified candidates

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## TECHNICIAN (FRONT END SERVICES)

### Requirements

- Relevant National Diploma or equivalent technical certification
- Certification in ITIL Foundation (advantageous)
- At least three (3) years' relevant experience
- Exposure to Microsoft System Centre Configuration Manager
- Microsoft Active Directory exposure
- Valid driver's licence
- Own vehicle (advantageous)
- Android mobile device support exposure.

### Key Performance Areas

- Inspection, servicing and repairing IS&T operational services and equipment support and maintaining corporate stakeholders in the ICT infrastructure area
- Delivering a support, development and maintenance service to ensure that users and business requests are delivered, and the infrastructure systems meet business requirements
- Contributing to ICT infrastructure management to ensure that ICT infrastructure functions at acceptable levels
- Implementing solutions to continuously seek ways to maximise the city's investment in its ICT infrastructure
- Performing administrative tasks to ensure that records are maintained and request / instructions adhered to
- Making use of available council, or own transport to reach and service remote sites
- Configuring and supporting of 3G and wireless networks
- Advising users of hardware purchases that is compatible with City standards
- Knowledge and skills transfer
- Applying ITIL methodology

### How to Apply

By submitting your application for a position at the City of Cape Town, you are consenting to the use of your personal information



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provided as part of your application and/or Recruitment process for Recruitment and Selection purposes. In addition, you may be required to undergo, including but not limited to, Criminal and Security Checks, Personal Verification, and Lifestyle Audits, throughout your recruitment process and/or subsequent employment.

External candidates: APPLY ON LINE VIA  
[www.capetown.gov.za/careers](http://www.capetown.gov.za/careers)

Internal staff: APPLY ON LINE VIA SAP PORTAL

Certified copies of qualifications must be available on request. Applicants are respectfully informed that, if no notification of appointment is received within three months of the closing date, they must accept that their applications were unsuccessful.



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