

ICT SUPPORT SPECIALIST (Ref: 67/2018)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit talented, qualified and enthusiastic team players, who are able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose of this position is to be responsible for providing specialist ICT and Building Management Systems support, event solutions and services addressing business requirements to staff, clients and delegates. There are a wide range of highly integrated systems which require a minimum first line diagnostic and repair support. To ensure the provision of prioritised support services for members of the executive team and senior management. To engage in the delivery of services (often complex and leading edge) to clients, staff and delegates. The position will also troubleshoot problem areas (in person, by telephone, or via remote access) in a timely and accurate fashion, and provide end-user assistance where required.

Reporting to the: ICT Service Delivery Manager

Key responsibilities will include:

- System/Application and Network Support
- Operational Support
- Desktop Support
- Monitors the work of outside contractors to ensure set standards are adhered to and all work is conducted in a safe and respectful manner ensuring no damage to existing infrastructure
- Project Management
- Administration
- Ensure all IT rooms and Datacentres are maintained well
- Installing and configuring and removing equipment in the exhibition halls and meeting venues during and after the exhibitions
- Installation, maintenance and troubleshooting wireless access point connectivity
- Assisting clients with IT, wireless, network, printing and other connectivity
- Install, maintain and troubleshoot Windows
- Install, maintain and troubleshoot Microsoft Office i.e. Word, Excel, PowerPoint and Outlook
- Customise desktop hardware to meet user specifications and business standards

- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
- Performs remedial repairs on computers, laptops, printers

Minimum qualifications and experience:

- Matric certificate
- Relevant Technical Certification
- Those with a business or non-technical qualification could supplement their education with a certificate program, individual courses or directly relevant experience that provide the necessary IT industry knowledge required
- 3 years relevant technical and desktop support experience in a highly integrated and technical environment
- Extensive experience with networking, active directory, wireless, servers, virtualisation in a production environment
- Preference will be given to candidates with events experience

Remuneration to be discussed with the successful candidate.

Kindly submit all applications through our job portal <http://cticc.cloudrecruit.io/#/> by **17h00 on 09 October 2018**

Only shortlisted candidates will be contacted.

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's).

For more information on the Cape Town International Convention Centre please visit: www.cticc.co.za