

Corporate Head Office
cnr Alwyn St & Simon
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Internal / External Vacancy Notice ICT Internships x 4 Waltloo

The above-mentioned vacancies exist at the Waltloo depot:

REQUIREMENTS:

- A+ Certification/ N+ Certificate or similar fields
- Any ICT technician related certification.
- ICT Diploma will be an added advantage.

Job Summary:

Experience:

- ICT relevant training
- One to two years ICT relevant experience.

Responsibilities:

- To diagnose and resolve software and hardware incidents, including operating systems (Windows) and across a range of software applications.
- To assist all our users with any logged IT related incident when called upon.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support members where necessary.
- To accurately record, update and document requests using the IT service desk system.
- To install and configure new IT equipment.
- To maintain hardware and software inventory list.
- To resolve incidents and upgrade different types of software and hardware
- To resolve incidents with printers, copiers and scanners
- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.
- To be a highly motivated team player with the skills and ability to manage changing

Mr Gobusamang Peter Moholo
Acting Group Chief Executive Officer & Accounting Authority

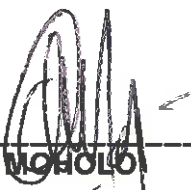
- priorities.
- To create, maintain and publish relevant support documentation in order to assist all staff members in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
 - Exhibit a flexible approach to working on a roster basis and provide necessary cover where needed.
 - Be willing to attend internal training as necessary to keep up to date with the latest technology and internal system processes.
 - To work within the relevant legislation, policies and procedures.
 - Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

Required skills / Abilities

- Problem solver and attention to detail.
- Excellent communication and interpersonal skills
- Patience and Endurance.

Closing date: 08 May 2022

DIRECTIONS TO APPLICANTS: • An application letter with CV, ID copy, Copies of Qualifications and Academic Record/Transcripts should be forwarded to Mr S Molebalwa at the following address: Northwest Transport Investments (SOC) Ltd, Corner Alwyn and Simon Vermooten Streets, Waltloo, Pretoria, 0184 or e-mailed to: smolebalwa@nti.co.za or info@nti.co.za



GP MOHOLO
ACTING GROUP CEO


DATE

Mr Gobusamang Peter Moholo
Acting Group Chief Executive Officer & Accounting Authority

