



Johannesburg Social Housing Company

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10 November 2023

INTERNAL AND EXTERNAL ADVERTISEMENT

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA).

JOSHCO invites suitably qualified and experienced persons to apply for the following vacant position.

Position : **ICT Service Desk Technician**
Employment Status : **Permanent**
Department : **Office of the Chief Operations Officer**

Purpose of the Job: Is to become the first point of contact for technical issues and play a crucial role in ensuring the smooth operation of JOSHCO ICT systems. Provide efficient and effective support to resolve a wide range of IT-related problems. Risk and vulnerability management to ensure operation stability of the organizational IT resources.

Responsibilities (but not limited to the following):

- Provide prompt and courteous first-line technical support via phone, email, or in-person to end-users experiencing IT issues.
- Ensure all Incident requests are logged on the JOSHCO IT Service Management Console and assigned to the relevant support team
- Diagnose and resolve hardware, software, and network problems, escalating complex issues to the appropriate teams when necessary.
- Assist in user account creation, password resets, and access permissions, following security protocols.
- Install, configure, and update software applications and operating systems on end-user devices
- Troubleshoot and repair hardware issues, including desktops, laptops, printers, and peripherals.
- Maintain accurate records of support requests, solutions, and IT inventory
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- Share expertise and provide training to end-users on basic IT procedures and best practices

Minimum job Requirements, interested applicants must be in possession of:

- Diploma / National Diploma in Computer Science / Information Technology or relevant field.
- CompTIA A+, Microsoft Azure, or similar certifications will be an added advantage
- One (1) – Two (2) years' Helpdesk/Service Desk experience working in a fast-paced environment.

- Strong technical knowledge of Windows and macOS operating systems, Microsoft Office Suite, and common business software.
- Have exceptional communication and customer service skills.
- Excellent Problem-solving skills
- Deadline Driven and basic understanding of ICT best practices
- **General Management Skills:** Communication, Advanced systems skills, Computer, Facilitation, Conflict Management, Relationship Management, Project Management, Ethical, General Management, Knowledge of policy and procedure development and implementation Data Analysis skills, Budgeting and Budget Management skills and Problem-solving skills.
- **Technical Knowledge and Skills:** Solid analytical and problem-solving skills, Knowledge of design principles, Problem Solving., Negotiation Skills, Ethical.
- **Attributes:** Emotional Intelligence, Persuasion, Assertiveness, Interpersonal Skills, Attention to detail, Adaptability and flexibility, and Situational sensitivity.

Application Procedure:

Please take note that only online applications will be considered. Please apply by using the following link below, by either copying the link onto browser or click on the link:



https://share-eu1.hsforms.com/1gFgG2DtpR5qUHVA_bYcAdQew554

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its representivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

The Closing Date for Applications is 20 November 2023.