



Job Profile

IT Systems Technician

Job Details

Job Title	IT Systems Technician
Historic Job Title	Junior Systems Administrator
Date Reviewed	2025-06-30
Location	Graaff-Reinet

Position in Organisation

Structural Unit	Corporate Services (IT)
Position Being Evaluated	IT Systems Technician
Direct Line Manager	IT Infrastructure Manager
2nd Line Manager	IT Manager
Direct Subordinates	None

Position Description

Overall Purpose of the Job

The IT Systems Technician is responsible for 1st line network and system administration.

Qualifications *(Formal Qualification Required)*

Minimum

- Microsoft Certified Systems Engineer (MCSE) (NQF Level 6) or
- Microsoft Certified Systems Associate (MCSA)

Ideal

- NQF Level 7 in a relevant discipline

Legal *(e.g. Driver's License, etc.)*

Minimum

- Driver's License – Code B

Ideal

- None



Experience *(Minimum Experience Required and number of years)*

Minimum	Minimum time spent in job
System Administration experience	3 Years

KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent.
They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

KPA / Main Outputs and Responsibilities for this Position	Prepared Description	Weighting / Time Spent
Application Systems Administration	- Ensure that users are <i>Registered</i> to use <i>Specific Applications</i> - Determine <i>User Access Rights</i> and assign <i>User Access Rights</i> as per the delegation of authority - Monitor <i>User Access</i> and make changes as required - Ensure segregation of duties on the use of applications as per the <i>Delegation Authorities Matrix</i> - Maintain the system by monitoring <i>System Performance</i>, recommending <i>Updates</i>, and scheduling and managing <i>Changes</i>	40%
Provision of Advanced Support	- Perform daily <i>Checks</i> of printers, phones, and video conference equipment - Provide <i>Hardware Support</i>, i.e. support, install and configure desktops, laptops and mobile devices as per the <i>Information Technology (IT) Checklist</i> and <i>IT Framework Document</i> - Log <i>Hardware Problems</i> with third-party vendors and follow up with repairs - Install printers and scanners on desktops - Ensure that all printers are maintained and serviced on a bi-annual basis - Provide <i>Software Support</i>, e.g. set up new desktops and laptops - Receive and analyse a request to determine the nature and extent of the support to be provided; or - The need for the provision of support is identified during the <i>Execution of Outputs</i> <i>Diagnose</i> the problem to determine the appropriate action - Provide <i>Information</i> and possible <i>Solutions</i> - Conduct <i>Research</i> to develop a solution - Escalate the problem to the best possible person for <i>Resolution</i> <i>Provide/Develop</i> a solution; or - Ensure that escalated problems are resolved within the allocated time frame <i>Test</i> the <i>Solution</i> to ensure that the diagnosed problem is resolved - Implement the <i>Solution</i> in accordance with the <i>Procedures</i> and <i>Test</i> to ensure that the <i>Solution</i> is functional <i>Monitor</i> the implemented <i>Solution</i> for a period in accordance with the impact on the system - Document the <i>Solution</i> in accordance with <i>Policies and Procedures</i> in the standardised format where necessary - Submit the <i>Resolution Document</i> to the <i>Document Management System</i> for future reference purposes - Provide feedback to the relevant role players	30%
System Availability	- Receive and analyse a <i>Request</i> to determine the nature and extent of the support to be provided; or - The need for the provision of support is identified during the <i>Execution of Outputs</i> <i>Diagnose</i> the problem to determine the appropriate action: - Provide information - Provide possible solutions - Conduct research to develop a solution - Escalate the problem to the best possible person for <i>Resolution</i> <i>Provide/Develop</i> a solution; or	30%



KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

- *Escalate* the problem to the relevant role players for a solution
- Ensure that escalated problems are resolved within the allocated time frame
- *Test* the *Solution* to ensure that the diagnosed problem is resolved
- *Implement* the *Solution* in accordance with the *Procedures* and *Test* to ensure that the *Solution* is functional
- *Monitor* the implemented *Solution* for a period in accordance with the impact on the system
- Document the *Solution* in accordance with *Policies and Procedures* in the standardised format where necessary
- Submit the *Resolution Document* to the *Document Management System* for future reference purposes
- Provide feedback to the relevant role players

Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Skills

- Interpersonal
- Communication
- Problem Solving
- Time Management

Behavioural Attributes

- Analytical
- Detail Focused
- Ethical

Knowledge

- *Cloud Computing*
- Network Equipment and Peripherals
- *Network Protocols*
- *Enterprise Printing*
- *End User Computing*

Special Requirements

- Incumbent will be required to work at heights
- Incumbent may be required to travel to other facilities
- Incumbent may be required to be on standby, work over weekends and after-hours
- Incumbent is required to provide remote support at all hours



Participants

Input Participants

Participant Name	Participant Designation
Willem Pretorius	IT Manager

Completed By

Name	Title
Christine van Rensburg	21 st Century Executive Consultant