



Job Profile

IT Coordinator

Job Details

Job Title	IT Coordinator
Historic Job Title	n/a
Date Reviewed	2025-06-30
Location	Cape Town

Position in Organisation

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

Position Description

Overall Purpose of the Job

To manage the *IT Helpdesk* and provide general IT-related administration and support, including the ordering, receiving and dispatching of IT equipment, IT stock management, as well as the onboarding of new employees regarding their required IT equipment. Includes basic Equipment and Hardware maintenance and repair.

Qualifications (*Formal Qualification Required*)

Minimum

- Grade 12 (NQF Level 4)

Ideal

- ITIL Foundation Certification (NQF Level 5)

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

Minimum

- None

Ideal

- None



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

Minimum	Minimum time spent in job
Experience in IT Administration, IT Basic Repairs and Maintenance	1 - 2 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
IT Helpdesk	- Manage the <i>IT Helpdesk</i> - Assign <i>Tickets</i> to the relevant resource and ensure that there are no unassigned <i>Tickets</i> - Follow up on <i>Tickets</i> issued to ensure that tickets are resolved within the agreed-upon timeframe. Identify and investigate unresolved tickets that are not resolved within the agreed-upon timeframe. Where applicable, escalate unresolved <i>Tickets</i> - Analyse trends based on <i>Tickets</i> received and report trends to the IT Infrastructure Manager - Check that the categorisation of <i>Tickets</i> remains relevant and recommend changes to the IT Infrastructure Manager when applicable	35%
IT Administration	- Procure and order <i>IT Equipment</i> in accordance with internal <i>Policies and Procedures</i> - Check and record <i>IT Equipment</i> received. Follow up on incorrect equipment received and /or short deliveries - Complete regular <i>Inventory Counts</i> and check the accuracy of <i>Stock Levels</i> - Arrange for the transportation/dispatch of <i>IT Equipment</i> to other sites - Check the timely availability of <i>IT Equipment</i> and onboard new users regarding their required <i>IT Equipment</i> - Assist with the completion and filing of various documents in accordance with the <i>Document Management System</i> - Prepare and submit reports as and when required - Assist and support special <i>IT Projects</i> - Review <i>IT Administrative Processes and Procedures</i>. Identify opportunities for process optimisation and automation, and make recommendations to the IT Infrastructure Manager - Manage relevant <i>IT Workflow</i> and <i>Service Requests</i> - Check that users are correctly assigned to departments and systems	35%
Hardware Installations	- Analyse <i>Job Cards</i> to determine the type of <i>Hardware Installation</i>: - Cameras - Surveillance Equipment - Cables - Video Conferencing - LAN and Server Elements - Install the equipment according to specifications - Test the equipment to ensure its functionality - Inform senior staff to enable commissioning - Hardware installations must be documented as prescribed 3rd party Support Assistance to be given as required for work outside of scope	15%



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.

Equipment Maintenance	- Analyse <i>Job Cards</i> to determine the type of <i>Hardware Maintenance or Repair</i>: - Cameras - Surveillance Equipment - Cables - Video Conferencing - Alarms - LAN and Server Elements - Maintain and /or repair hardware according to specifications - Test the equipment to ensure its functionality - Inform senior staff to enable commissioning - Equipment installations must be documented as prescribed 3rd party <i>Support Assistance</i> to be given as required for work outside of scope	15%
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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

- Communication
- Administrative
- Planning and organising
- Interpersonal
- Proficient in *MS Office*
- Time Management

Behavioural Attributes

- Trustworthy
- Sense of urgency
- Team player
- Accurate
- Attention to detail
- Service mindset

Knowledge

- Relevant *Policies and Procedures*
- HelpDesk System Operations*
- Basic *Accounting Principles*
- Basic *IT Concepts*
- Basic knowledge of IT Repairs and Maintenance



Knowledge

- Basic *IT Network Knowledge* required

Special Requirements

- The Employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements.
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.

Participants

Input Participants

Participant Name	Participant Designation
Lappies Labuschagne	IT Infrastructure Manager
Willem Pretorius	IT Manager

Completed By

Name	Title
Henry Galloway	Human Resources Manager