



Job Profile

IT Technician

Job Details

Job Title	IT Technician
Historic Job Title	IT Support Technician
Date Reviewed	2025-06-30
Location	Graaff-Reinet Centurion

Position in Organisation

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

Position Description

Overall Purpose of the Job

Responsible for the installation, maintenance and repair of Information and Communications Technology (ICT) equipment.

Qualifications *(Formal Qualification Required)*

Minimum

- Grade 12 (NQF Level 4)

Ideal

- None

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

Minimum

- Driver's License – Code B

Ideal

- Scissor Lift Certification
- Working-at-Heights Certificate

Training *(On the job training should the current incumbent leave)*

Minimum

- Technical Training



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

Minimum	Minimum time spent in job
No experience required (Internship Position)	None

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
Hardware Installations	- Analyse <i>Job Cards</i> to determine the type of <i>Hardware Installation</i>: - Cameras - Surveillance Equipment - Cables - Gate Motors - Access Control - Video Conferencing - Alarms - LAN and Server Elements - Desktop Equipment Support - Install the equipment according to specifications - Test the equipment to ensure its functionality - Inform senior staff to enable commissioning	50%
Equipment Maintenance	- Analyse <i>Job Cards</i> to determine the type of <i>Hardware Maintenance</i> or repair: - Cameras - Surveillance Equipment - Cables - Gate Motors - Access Control - Video Conferencing - Alarms - LAN and Server Elements - Desktop Equipment Support - Maintain and /or repair hardware according to specifications - Test the equipment to ensure its functionality - Inform senior staff to enable commissioning	50%

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 - Planning - Time management - Problem solving - Technical skills - Manual Dexterity



Behavioural Attributes

- Willing to learn
- Attention to detail
- Reliable
- Perseverance

Knowledge

- Knowledge of different Tools
- Technical knowledge
- Understanding of Hardware Equipment

Special Requirements

- Incumbent will be required to work at heights
- Incumbent may be required to be on standby, work over weekends and after-hours
- 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