



ROLE PROFILE	
Role Title	<b>IT SUPPORT TECHNICIAN</b>
Department	<b>IT</b>
Reporting Structure	<b>GROUP IT MANAGER</b>
Closing Date	<b>01 DECEMBER 2017</b>
ROLE SUMMARY	
The incumbent will be required to provide onsite IT support to all staff based at the head office as well as Level two support to the onsite IT Technicians.	

SKILLS PROFILE
EDUCATION
<ul style="list-style-type: none"> <li>• Grade 12</li> <li>• A+ and N+ or relevant Microsoft qualification</li> </ul>
WORK EXPERIENCE
<ul style="list-style-type: none"> <li>• 3 or more years of experience as a Technician in IT Support</li> <li>• Health Care IT Support experience would be advantageous</li> </ul>
KNOWLEDGE
<ul style="list-style-type: none"> <li>• Excellent problem solving and negotiation skills.</li> <li>• Excellent communication skills.</li> <li>• The ability to work under pressure.</li> <li>• Highly developed customer service focus.</li> <li>• Excellent planning, organizing and follow up skills.</li> <li>• Ability to work effectively and cooperatively with others and establishing and maintaining a good working relationship</li> <li>• Flexible working hours.</li> <li>• Proven supervisory skills.</li> <li>• Advanced Computer Literacy essential.</li> <li>• Understand Virtualised IT infrastructure &amp; environments</li> <li>• Promoting skill development to onsite technicians. Ensuring a culture of team work between technicians and service providers</li> <li>• Backup &amp; Replication</li> <li>• Ability to diagnose and fix Hardware / Software problems</li> <li>• Knowledge of routing, switches and firewall protocols</li> <li>• SAP Knowledge would an added advantage</li> </ul>
APPLICATION PROCESS
<p align="center"><b>BUSAMED IS AN EQUAL OPPORTUNITY EMPLOYER</b></p> <p>The Company's Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Busamed actively supports the recruitment of people with disabilities.</p> <p align="center"><b>Interested candidates who meet the above criteria are requested to e-mail a detailed CV to <a href="mailto:careers@busamed.co.za">careers@busamed.co.za</a> before the closing date cited above. Should you not hear from us by the 15 December 2017, please consider your application unsuccessful.</b></p>