



## VACANCY ADVICE IT INTERN

Sun Slots Shared Services (RF) (Pty) Ltd would like to recruit a Cape Town based IT Intern in their IT Department. This position reports to the IT Service Manager.

### RESPONSIBILITIES OF THE POSITION INCLUDE BUT ARE NOT LIMITED TO

The key result areas within the role include:

- Assists users with tier 1 hardware and software issues.
- Logging Incidents/Requests that are issued to the Service Desk over the phone or via email.
- Troubleshoots and checks for root causes.
- Checks hardware diagnostics to resolve problems.
- Uses known-error database to resolve known problems.
- Assists with application support as required.
- Support assistance via remote applications to users in the regions.
- Escalates more complex support issues to service provider.
- Actions ticket logging with external vendors.
- Follows up with vendor about logged tickets.
- Escalates tickets to the IT Service Manager as required.
- Liaises with HR regarding new user requirements.
- Sets up new users using the standard take on process.
- Liaises with the vendors to provide remaining new user set up.
- Administers biometric access control.
- Ensure organisation assets are recorded and updated in asset management tool and maintained.
- Liaises with Vendors for asset quotations.

### QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE REQUIRED

- The following should be submitted and is a requirement when applying:
  - Updated CV that includes the following:
    - SA Citizenship
    - Race and gender **for employment equity reporting purposes to the Department of Employment and Labour (DEL)**
    - ID Number
    - Cellphone number and email address
- Latest statement of results
- A formal letter from the institution that states that the internship is a requirement in order to complete the qualification and that also advises the duration of the internship.
- Correspondence and details of a contact name (Administrator) at the institution where the candidate is currently studying.
- A clear copy of ID document
- Matric, A+ or studying towards an IT Qualification
- Must be:
  - Detail orientated.
  - Able to work well in a team and individually.
  - Must be able to work under pressure.
  - You must have knowledge of computers.

Applications should be sent to [recruit@sunslots.co.za](mailto:recruit@sunslots.co.za) and by end of business on, Thursday, 30 November 2023 and the subject line should be **Internship – Sun Slots Shared Services – Name & Surname.**

***Equity***

- Preference will be given to applicants from designated groups in line with the provisions of
- the employment Equity Act, No. 55 of 1998, as amended, Sun Slots internal recruitment policy.
- and unit specific employment equity plans

***POPIA Statement***

- Please note that when applying for any position, reference checks will be completed and personal information as defined in the Protection of Personal Information Act 4 of 2013 will be processed.
- In applying for this position, applicants will be deemed to have consented to such processing as defined in the Privacy Statement

***Please note only shortlisted candidates will be contracted. Should you not be contacted within 1-month after the closing date of this advertisement, accept that your application has been unsuccessful.***