



**NOTES**

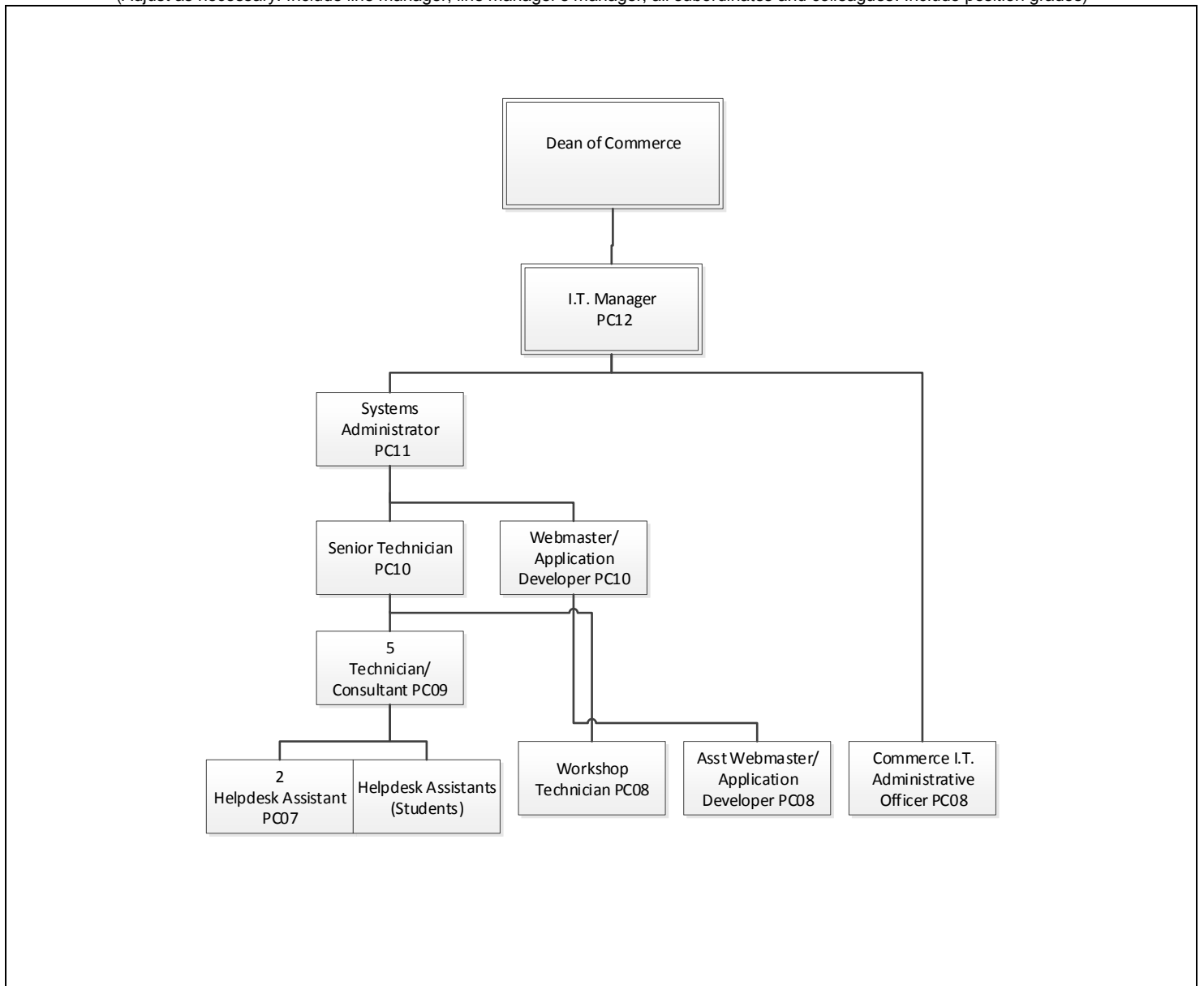
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Helpdesk Assistant		
Job title (HR Practitioner to provide)			
Position grade (if known)	PC 7	Date last graded (if known)	
Academic faculty / PASS department	Faculty of Commerce		
Academic department / PASS unit	Commerce IT		
Division / section			
Date of compilation	31/01/2018		

**ORGANOGRAM**

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



**PURPOSE**

The main purpose of this position is:

1. To provide audio visual and user support to staff/students/visitors affiliated to the Commerce Faculty and to provide first level support to these users.
2. To assist in logging helpdesk calls requesting assistance or reporting IT related queries via email, walk in or telephonic means and to act as the departmental representative between users and departmental staff.

**CONTENT**

<b>Key performance areas</b>		<b>% of time spent</b>	<b>Inputs</b> (Responsibilities / activities / processes/ methods used)	<b>Outputs</b> (Expected results)
E.g.	General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	Labs Administration	30	<p>The incumbent will be responsible for the executing of day to day maintenance in the student computer laboratory complexes. This involves:</p> <ul style="list-style-type: none"> <li>• Labs environment management, to ensure all the computers and audio visual equipment as well as the lab environment is in good repair.</li> <li>• Communication, to ensure that the Commerce Information Technology Technicians are constantly kept up to date with lab related issues</li> <li>• Assist in rolling out of new images in the labs.</li> </ul>	<p>Ensure that computers and audio visual equipment in the labs are in working order at all times and if not, to ensure the timeous repair of such equipment.</p> <p>Technicians need to be constantly kept up to date with issues/problems and other related concerns within the Faculty IT environment.</p>

2	Support Requests	50	<p>Hardware and software support is vital to the effective functioning of the department. The incumbent must provide support by:</p> <ul style="list-style-type: none"> <li>• Pro-actively monitoring and reporting problems in the Labs environment</li> <li>• Communicate changes and problems actively to the Commerce Information Technology Technicians.</li> <li>• Log and communicate all technical and software support requests by users to the Commerce IT department by staff/students affiliated to Commerce Faculty.</li> <li>• Provide prompt communication to users affiliated with the Commerce Faculty.</li> </ul>	<p>Problems in the Labs environment are identified proactively and reported appropriately. Ensure that all work is recorded via the call logging system.</p> <p>All support requests by staff/students are to be logged and effective communication between the user and the department provided.</p> <p>Answer helpdesk calls promptly and courteously as a representative of the department and the Commerce Faculty.</p>
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3	Hardware Maintenance and Support	10	<p>Provide printer maintenance and supports as required.</p> <p>Provide assistance in the rollout of computer equipment as required by department.</p> <p>Provide support to staff/students/visitors affiliated to the Commerce Faculty including personal devices.</p> <p>Assist in the maintaining of the asset register for the Commerce IT department.</p> <p>Communicate problems and ideas to the Commerce IT manager and other relevant staff.</p> <p>Hardware repair and maintenance of computers in Commerce labs.</p> <p>Provide support to the helpdesk assistants in the assisting of students in the Commerce labs.</p> <p>Log calls on behalf of students for the Commerce IT department to resolve.</p> <p>Liase between students and Commerce IT department.</p> <p>Assist the Commerce IT department in the preparation and support requirements for the service provisioning of Commerce IT facilities relating to academic and non-academic functions.</p>	<p>Effectively and efficiently maintain printers, computer and audio visual equipment under the scope of the Commerce IT department and communicate and liaise with vendors were required.</p> <p>Assist as required in replacement projects in both the student and staff environment.</p> <p>Provide a limited level of hardware and software support for Commerce staff/students and visitors.</p> <p>Keep the relevant persons informed of any changes that should take place in the Commerce asset database, including informing of hardware and software changes as well as changes in serial numbers in equipment.</p> <p>The necessary parties such as the IT Manager and or Technicians are to be regularly informed of ideas and issues such as faults or possible activities which may negatively affect or improve the quality of service delivery.</p> <p>Assistance provided to the Commerce helpdesk staff in the Commerce labs and problems they may be having communicated to the relevant persons in the Commerce IT department.</p> <p>Act as liaison between the Commerce students and the Commerce IT department by logging calls on behalf of the student and providing support.</p> <p>Act as a liaison between the Commerce students and the Commerce IT department by informing the relevant parties of the needs and concerns that students may have.</p> <p>Assist in the recruitment of support assistants during the vacation period ( support assistants help in the preparation, installation and support as required)</p>
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4	Security	5	<p>Ensure that all Commerce lab equipment is protected against theft and vandalism were possible.</p> <p>Ensure that procedures are instituted and carried out for the pro-active regular checking of equipment in the Commerce labs.</p> <p>Ensure that all Commerce Lab computers adhere to the software standards set by the Commerce IT department.</p> <p>All user data and passwords are regarded as confidential and may not be discussed unless by prior agreement with the affected data owner.</p> <p>Ensure the security of the space during exam or other official bookings.</p> <p>Enforce the rules that govern the Commerce labs.</p>	<p>Ensure that all equipment in the Commerce labs are secured and report any and all vulnerabilities to the relevant parties.</p> <p>Periodically check the equipment in the Commerce labs to verify that it has not been vandalized, stolen or tampered with.</p> <p>Ensure that non authorized, illegal and unlicensed software is not installed or used on the Commerce lab computers. If such is discovered on a computer the relevant person must be informed.</p> <p>Ensure that non authorized person do not enter during official bookings of the space may it be for exam or other purposes.</p> <p>Ensure that the Commerce lab rules are being adhered to and take the necessary steps to enforce those rules.</p>
5	Other	5	<p>Ensure that daily, weekly, monthly computer operations and tasks are completed timeously and correctly.</p>	<p>Ensure that daily, weekly, monthly computer operations and tasks are completed timeously and correctly.</p>

**MINIMUM REQUIREMENTS**

Minimum qualifications	Grade 12 and Higher Certificate in IT An unendorsed driver's license					
Minimum experience (type and years)	2 Years computer lab and audio visual classroom experience 2 Years' experience in the latest operating systems (especially Windows 7/8/8.1/10 and MAC OS) 2 Years hardware/software support experience Experience with a call logging system (experience in Service Now call logging system an advantage)					
Skills	A thorough working knowledge of computer hardware/commercial software such as MS Office etc. Good verbal and written communication skills Strong customer service ethic Ability to contribute effectively to a team Ability to work under pressure					
Knowledge						
Professional registration or license requirements						
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)						
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence		Level	Competence		Level
	Managing Conflict		1	Resource management		1
	Participation		1	People management		1
	Safety Awareness		1	Adaptability		1
	Professional Knowledge and skill		1	Continuous learning		1