

Job Title:	ICT Technician
Type of Position	AAMP Short Term Contract/Fixed Term Contract
Reporting to	AAMP: Project Manager
Based:	Pretoria, Hillcrest
Reference No:	HRREC012/26

Purpose

To provide support and technical advice for ICT related activities to the AAMP Project.

Requirements

1. Qualification & Experience

- A Diploma or Degree in Information Technology or equivalent.
- Minimum of 2-3 years in an ICT support/technician role.
- Experience with Microsoft Windows, Microsoft Exchange, Active Directory.
- Hardware and software troubleshooting prowess.
- Ability to critically analyse a symptom, diagnose a fault, plan and take appropriate action on equipment including PCs, printers, multifunction copiers, sound boards, lighting equipment and networking etc

2. Knowledge and Skills

- Knowledge of hardware components and hardware troubleshooting procedures.
- Knowledge of Microsoft desktop operating systems and desktop software.
- Microsoft Active Directory skills including creating, deleting and modifying user accounts, setting up e-mail, home and directories.

3. Key Performance Areas

Plan and Monitor ICT Systems

- Assist ICT Service provider with ICT support, knowledge management and projects.
- Assist in creating a structured approach to rolling out new hardware and software.
- Implement specialist safeguarding software across all designated devices.
- Develop a maintenance schedule for all computer hardware, software and networks and ensure it is followed.
- Ensure server backup policies are working and maintained.
- Assist in planning and implementing changes to elements of the ICT service as required.
- Perform regular security monitoring to identify any possible intrusions.
- Facilitate training workshops to employees on revised ICT policies and procedures.

ICT Support

- Setup equipment such as PC, laptops, iPads, mobile devices, data projectors, sound systems and other specialist equipment, ensuring that systems are ready for use and operating safely and correctly.
- Investigate the user requirements and attend all logged calls
- Perform basic server diagnostic routines.
- Assist in creating and maintaining user accounts and mailboxes.
- Perform checks to ensure NAMC networks and Wi-Fi connectivity is maintained.
- Support staff with the use of new and existing Technologies.
- Detect, diagnose and resolve PC, printer and peripheral device faults.
- Maintain an up-to-date inventory of ICT software, hardware and licenses.

Compliance and Reporting

- Assist in updating the ICT risk register for the project on a quarterly basis.
- Assist in the production of the quarterly report.
- Write ICT submissions to the Management committee & other committees.
- Liaise with SCM on the ICT procurement requirements.
- Represent the ICT unit in meetings when required.

Closing date: 12 June 2026

Please visit www.namc.co.za.

The NAMC reserves the right to withdraw, amend or not fill the position.