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Intern IT - Sandton Campus - N/A10499

Code/Reference: N/A10499
 Applications accepted until: 2020-02-14
 Number of Openings: 1

Campus/Business Unit:
 Varsity College Sandton

Direct Reporting Line:
 Principal

Job Purpose:
Varsity College, an educational brand of The Independent Institute of Education (Pty) Ltd, is a private higher education institution.
 The Sandton Campus has a vacancy for an IT Intern (1 March 2020 - 28 February 2021).
 The duties of the IT Intern include:

Lecture Room Support

- First line support for computer and lecture venues
- Ensure operational state of computer and lecture venues
- Ensure neatness of computer and lecture venues
- Daily checks of copiers, printers, motorised screens and projectors
- Ensure operational state of wireless infrastructure

Hardware Support

- Assisting user™s with calls relating to Desktops and Laptops
- Assisting user™s with calls relating to photocopiers and printers
- Installation of desktops, laptops, printers and other peripheral components
- Setup projectors for the classrooms

Software Support

- Installing relevant software for users
- Ensuring software is kept updated
- Assisting users with calls related to software (Microsoft Office etc!)
- Administration of the software licensing

End User Training

- Instruct users in use of hardware and software
- Respond to queries related to hardware, software and system operation
- Active Directory Account and Mailbox creation

Maintenance of HIPS

- Diagnose problems with HIPS and campus connectivity
- Administration of TMS (Telephone Management System and EWS (Broadsoft))

Administration and Documentation

- Ensure calls are logged with the Service Desk for any IT related queries
- Assist with administrative tasks
- Updating the hardware or software asset register which includes asset disposal and asset transfer
- Prepare and analyse photocopier and telephone reports

General

- Ensure general neatness of the Server Room, ICT Office and ICT Storeroom
- Manage and maintain the ICT equipment sign out / sign in process

Assessment Support

- Administration and support of IT related tests and exams
- Student AD Exam account administration, KIX script, preloads

Development

- Shadow Senior ICT and ICT Support staff for further development
- Assess and troubleshoot problems on servers

Competencies:

- Problem Solving Skills
- Computer Literacy and Systems application
- Communication Skills
- Time Management skills
- Interpersonal skills

Education:
Minimum Education Requirements:

- Minimum of Higher Certificate / Occupational Certificate Level 5 (NQF Level 5) / A+ / N

Work Experience:
Minimum Work Experience Requirements:

- Not applicable as this is suited to a Graduate

Working Conditions:

- EE/AA position
- One year Fixed Term Contract

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We are here to help. Check out our FAQs, or click on the button above and one of our friendly consultants will respond to your query or you can call our support line on : **087 351 2263**