

<b>Information Communication Technology (ICT) Intern x3</b> <b>24 months</b> <b>Remuneration: Market related</b> <b>Ref: AgriS1102/2024</b>	
<b>Designation</b>	Information Communication Technology (ICT) - Intern
<b>Reporting to</b>	Lead Specialist: IT Infrastructure
<b>Division</b>	Corporate Services
<b>Office Location</b>	Head Office (Pretoria)
<b>Job Purpose</b>	AgriSETA is looking for suitably qualified candidates to apply for the ICT Internship Programme to gain training and workplace experience in administrative and technical support to implement, monitor, and upgrade information technology systems (hardware and software).

<b>Key Performance Area</b>	<b>Functional Outputs / Actions</b>
	<ul style="list-style-type: none"> <li>• Providing the first level of internal IT support for AgriSETA end-users</li> <li>• Handling of all verbal, e-mail, and phone queries, and ensuring these queries are logged</li> <li>• Log calls on the call logging system (Helpdesk) and maintains full documentation</li> <li>• Solve desktop hardware/software problems and provide ongoing support for staff</li> <li>• Provide functional support for assigned departments or areas and assist technology users with basic problems and training needs</li> <li>• Install standard hardware, software, and upgrades</li> <li>• Perform basic system management and routine security administration, including updating endpoint devices</li> <li>• Gain a working knowledge of system commands, utilities, and operations</li> <li>• Identify, research, and recommend resolutions of technical problems and perform routine repairs under the guidance of senior technical support representatives</li> <li>• Identify and report areas for product improvement or needs for new products</li> </ul>

	<ul style="list-style-type: none"> <li>•Refer more complex problems to higher level technical support representatives</li> <li>•Maintain, update, and keep the department or area computer/inventory tracking system current</li> <li>•Assist with Cyber security awareness campaigns</li> <li>•Assist to remediate ICT vulnerabilities detected</li> <li>•Participate in the implementation, monitoring, and upgrading of computer anti-virus and malware protection systems.</li> <li>• Assists with ICT risks, ICT Projects and ICT Governance/Operations Management</li> </ul>
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<b>Ad HOC</b>	<ul style="list-style-type: none"> <li>○ Any other duties which may be assigned from time to time by the Manager</li> </ul>
<b>Minimum Qualification and Experience</b>	<ul style="list-style-type: none"> <li>○ National Diploma/ NQF level 6 in Information Technology / Certification in A+, N+, and MCSE/Microsoft Azure Fundamentals</li> <li>○ No working experience required.</li> <li>○ ITIL and COBIT foundation certification will be added advantage</li> </ul>
<b><u>Skills and Attributes required:</u></b>	<ul style="list-style-type: none"> <li>○ Problem-solving / trouble shooting skills.</li> <li>○ Ability to work under pressure.</li> <li>○ Team Player and must be able to function individually with minimal supervision.</li> <li>○ Matured and highly professional.</li> <li>○ Strong commitment to meet deadlines.</li> <li>○ Good interpersonal skills and ability to think proactively.</li> <li>○ Attention to detail</li> </ul>

**Employment Period: Permanent**

An updated CV with a cover letter (excluding certificates) should be forwarded to:  
[ICT\\_Intern@agriseta.co.za](mailto:ICT_Intern@agriseta.co.za)

**Closing date: 26 November 2024 @16:30**

**Enquiries: [oscar@agriseta.co.za](mailto:oscar@agriseta.co.za)**

**Note:** Communication will be restricted to the shortlisted candidates only. Should you not hear from us in 4 weeks after the closing date of this advertisement, consider your application unsuccessful.

This advertisement has minimum requirements listed. Management reserves the right to use additional relevant information as criteria for short-listing. AgriSETA is an equal opportunity employer and preference will be afforded to candidates in terms of the Employment Equity Plan.



**Disabled candidates are encouraged to apply and an indication in this regard will be appreciated.**