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END-USER SUPPORT SPECIALIST

DEPARTMENT: Group Information Communication Technology & Information Management
BRANCH: Information & Telecommunications Operations
DESIGNATION: End-user Support Specialist
REMUNERATION: R28 315.56 pm (basic salary, excluding benefits)
LOCATION: 27 Stiemens Street, JD House, Braamfontein

Minimum Requirements:

- Matric, National Diploma Computer Systems Technology or equivalent IT qualification (NQF level 6 plus MCP, MCSE.
- plus MCP, MCSE, N+, A+ (NQF Level 6);
- COMPTIA A+ & N+ Certifications;
- Expertise in customer service, requirements, gathering and products analysis also required;
- Must have gained experience in support of a wide range of IT products and technical infrastructure/technologies;
- 1 to 3 years' experience in a high-pressure IT support environment.
- Valid driver's license.

Primary Function:

The End User Support Specialist role is to ensure support and executes IT support and initiatives. Responsibility will be in troubleshooting, diagnosing and resolving significant and complex program failure. This role will provide on call support after hours, public holidays and weekends. The role will also include the setup, installation, configuration, troubleshooting and maintenance of the City's desktops, hardware, software and peripherals. Provide first line support to all end users and manage the 3rd party contracted to provide IT support in the City.

Key Performance Areas:

- Provide first line support to end users;
- Ensuring that response to all incidents and requests in the desktop environment are attended with speedy resolutions;
- Ensuring compliance to the city's IT security policies;
- Provide leadership, mentorship, coaching to supporting staff.

Leading Competencies:

- Knowledge of ITIL;
- Broad and solid working knowledge of current IT Technologies including applications;
- Exhibited commitment, integrity, works ethics, professional demeanor, and the capacity to handle duties independently;
- Exhibited exceptional communication skills in addition to great technical and time management abilities;



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- Exhibited dedication and safe work procedures;
- Proficiency in written English and the ability to communicate effectively;
- Experience beyond the bare minimum, supervisory experience and the capacity to keep record and inventories in a technical office are preferred skills.

Core Competencies:

- Knowledge of Information Security disciplines to ensure confidentiality integrity and availability of systems and data.

“All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability.”

Please take note that only online applications will be considered. Please apply by using the following link below:

https://share-eu1.hsforms.com/1SyCz0KTGTrK813QhnK6_Wgew554

APPLY ONLINE VIA THIS LINK: www.joburg.org.za

ENQUIRIES ONLY:

Contact Person: Mark Sanderson

Tel No: 011 407 6698

CLOSING DATE: TUESDAY, 18 NOVEMBER 2025

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record,
- CV validation,
- Employment record verification,
- Criminal check, and
- Identity validation.