

<u>DUTIES</u>	: Facilitate communication with stakeholders and the public and assist with the enquiries, queries and complaints that arise in situations and general challenges concerning Higher Education and Training. Respond to the efficiently and effectively. Inform clients by explaining procedures, answering questions and providing information concerning Department of Higher Education and Training services. Obtain client information by interviewing them and verifying information. Resolve enquiries/ queries by sharing accurate and adequate information. Handle Presidential Hotline enquiries. Strive to answer the caller in his/her own preferred to other units by following it up until it is finalized. Adhere to time frames. Maintain communication equipment by reporting problems. Maintain client service delivery standards at all information sharing points. Ensure customer satisfaction. Provide callers with services that exceed their expectations. Compile reports.
<u>ENQUIRIES</u>	: Ms E Sithole/ Mr R Kgare/Ms XE Rikhotsa Tel No: (012) 312 5442/5498/5513
<u>APPLICATIONS</u>	: DHET invites applicants to apply online on the New Z83 form by accessing the Departmental Website (click the 'apply now' button) or http://z83.ngnscan.co.za/apply
<u>CLOSING DATE</u>	: 27 February 2026
<u>NOTE</u>	: DHET invites applicants to apply online on the New Z83 form by accessing the Departmental Website and follow the easy prompts/instructions. Upload the supporting document namely, (1) a comprehensive CV and any other document (where required). A fully completed and signed Z83 form and a detailed Curriculum Vitae will be considered. A helpful user guide and videos are available on the DHET website careers page to enable completion of the digital Z83. Only shortlisted candidates will be required to submit certified documents/copies of qualifications and other relevant documents to support the application on or before the day of the interviews. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualification Authority (SAQA). Candidates whose appointments promote representativity in terms of race, gender, and disability will receive preference. All shortlisted candidates, including the SMS, shall undertake two pre-entry assessments. One will be a practical exercise to determine a candidate's suitability based on the post's technical and generic requirements and the other must be an integrity (ethical conduct) assessment. All shortlisted candidates for SMS posts will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. The successful candidate(s) will be required to undergo a Competency Assessment. One of the minimum entry requirements for the SMS position is the Pre-entry Certificate. No appointment will occur without successfully completing the pre-entry certificate and submission thereof. For more details on the pre-entry course visit: https://www.thensg.gov.za/training-course/sms-pre-entry-programme/ . The candidate(s) will be required to sign an annual performance agreement, disclose his/her financial interests, and be subjected to security clearance. If you have not been contacted within three (3) months of the closing date of this advertisement, please accept that your application was unsuccessful. Suitable candidates will be subjected to personnel suitability checks (criminal record check, citizenship verification, qualification/study verification, and previous employment verification). Applications received after the closing date will not be considered."DHET is committed to providing equal opportunities and practising affirmative action employment. It is our intention to promote representatives in terms of (race, gender, and disability) in the organisation. Women and people living with disability will receive preference in all DHET posts". N.B. All shortlisted candidates will be required to complete a relevant competency exercise.
<u>POST 05/201</u>	: IT TECHNICIAN REF NO: DHET70/02/2026
	: Branch: Corporate Service
	: Chief Directorate: Information Technology and Business Systems Management
	: Sub Directorate: Information Technology Service Management and Support
<u>SALARY</u>	: R325 101 per annum (Level 07)
<u>CENTRE</u>	: Pretoria
<u>REQUIREMENTS</u>	: An appropriate bachelor's degree/ national diploma (NQF Level 6) in Information Technology (IT)/ Computer Science or related qualification. A minimum of one (1) year' relevant experience in IT environment. Experience in Software and hardware support. (Windows Microsoft). A+, ITIL v3 Foundation will be an added advantage. Knowledge of BAS (Desktop), PERSAL (Desktop), COLTECH (Desktop), MIS Systems, IT Hardware and Software, Full

comprehension of IT first and second line of IT support and effective customer relation. Understanding of Desktop Networking, IT Help Desk operation and Voice communication infrastructure and Program Installations. Good communication and interpersonal skills. Ability to prioritize and interpret ICT challenges to the users. Ability to interact with service providers and time management. Must be professional, client oriented and integrity values. A valid driver's license.

<u>DUTIES</u>	: To provide technical Information and Communication Technology administration and support services at Head Office/ TVET/ CET/ Campuses. Assist in management of Service Desk and Desktop support function services. Setup user account on desktop and laptop (mailbox and windows). Unlocking of password using Admin Pack. Setting up desktop, printers and data projectors. Assist in maintaining a service catalogue and standard operating procedures. Implementation of IT services Desk policies. Perform backups information and anti-virus support and offsite storage. Perform trouble shooting and diagnosis. Support the availability of emails services, internet services, application services on workstation and availability of connection to transversal mainframe system. Install, maintain, support telephone system and network. Perform installation, configuration, testing and upgrade tasks that may require some research and analysis. Provide telephonic support. Provide network cabling. Perform PC installations and software installations. Provide technical support of the configuration, repair and replacement of computers, printers and telephones. Configuring mainframe applications (BAS, LOGIS & PERSAL). Troubleshooting of all issues reported. Provide support of data migration during computer setup. Rendering of IT information management services. Plan, develop and improve computer-based information systems. Maintain information management systems such as database to ensure integrity security of data. Gather and analyse users issues in ICT and provide solutions. Provide assistance on ICT related project activities.
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