

Management Framework Documents. Conduct Work Study Investigations. Receive and acknowledge requests for work study investigations. Meet with relevant stakeholders to gather more information/data on request. Conduct research and benchmark exercise with other departments to determine best practices. Draft preliminary work study report and submit to supervisor for inputs and advise. Keep record of approved submissions. Preference will be given to Male African, Coloured, Indian, White, Youth and people with disability in accordance with our employment equity plan.

ENQUIRIES
APPLICTIONS

: Mr MD Mashifane, Tel 012 4931 1435
: Can be emailed to: SOD-Pract@csp.gov.za

POST 11/19

: **ICT SUPPORT TECHNICIAN REF NO: CSP/05/2026**

SALARY
CENTRE
REQUIREMENTS

: R325 101.per annum
: Pretoria
: An undergraduate qualification (NQF 6) as recognised by SAQA in Information Technology/Computer Science or equivalent qualification. Minimum of two 2 to 3 years of experience within Information Technology support environment. Knowledge and/or qualification in a recognised framework for ICT service, Microsoft Windows, ICT Systems and transversal systems (BAS, PERSAL or LOGIS). Sound understanding of computer systems (hardware/software), networks etc. Knowledge of Client User IT environment and exposure to business applications platforms. Knowledge of Batho Pele Principles, Public Service Act, Public Finance Management Act, Government Information Technology Officers Council. Protection of Personal Information (POPI) Act No. 4 of 2013. Computer Literacy, communication (verbal & written) Skills. Planning and organising, team leadership, problem solving and decision-making skills. Ability to prioritise, delegate and stick to strict deadlines.

DUTIES

: Provide ICT service desk administration and support. Act as a first point of contact for IT incidents reporting and service request handling. Coordinate all the incoming requests in a form of phone calls, emails and tickets logged to the IT service desk. Provide regular feedback to customers/users and IT group on logged calls/incidents progress. Ensure compliance with ICT policies and procedures. Provide users with support regarding hardware, software and network connectivity. Render Local Area Network (LAN) and Wide Area Network (WAN) administration and support. Perform installation, maintenance and upgrading of computer hardware. Install and upgrade software applications. Provide support and maintenance of the department's telecommunications and audio-visual equipment systems. Ensure end-users systems are backed up and restorable. Provide and Maintain Internet and Email Client Services. Provide users with support regarding password activation/change. Ensure that antivirus software signature and operating systems are up to date. Compile and submit accurate monthly, quarterly, and ad hoc ICT reports. Maintain ICT asset registers, assist with ICT procurement processes, including preparation of specifications, quotations, and supporting documentation. Maintain records for software licenses and warranties. Advise users on ICT policies. Maintain IT asset registers and compile technical reports for asset disposals. Monitor the adherence to SLAs and OLAs by the internal ICT service providers. Preference will be given to Male and Female Coloured, Indian, White, Youth and People with disability in accordance with our employment equity plan.

ENQUIRIES
APPLICTIONS

: Mr MAIKO, Tel 012 4931 390
: Can be emailed to: ICTSuppTech@csp.gov.za

POST 11/20

: **DRIVER/MESSENGER REF NO: CSP/06/2026**

SALARY
CENTRE
REQUIREMENTS

: R163 680.per annum
: Pretoria
: Grade 10 or ABET Level 4. One (1) to two (2) years driver/messenger working experience. National Traffic Regulations. Knowledge of messenger/driver processes and procedures. Experience in handling confidential and classified documents. Knowledge of local routes and Traffic Laws. Ability to assess condition / road worthiness of motor vehicles to ensure safety of self and passengers. Ability to read and use GPS to navigate locations. Communication (verbal & written skills). Interpersonal, customer orientated and time management. Planning, organising and coordinating. Driving skills. Valid SA Driver's license (Code 10/C1). Professional Driver's Permit (PDP).