



RECRUITMENT

INTERNAL VACANCY

24 August 2023

JOIN OUR TEAM

IT Assistant

This position will be filled in line with the company's EE plan.

CONTACT DETAILS

011 668 3000
hr@avianto.co.za

69 DRIEFONTEIN ROAD,
MULDERSDRIFT ROAD,
KRUGERSDORP,
GAUTENG

SCOPE

You will be responsible for providing IT support to the company, by installing and configuring systems and software. Be able to work under pressure and work well with others.

EDUCATION

Min grade 12/ equivalent.
Information Technology
Qualification.
Proficient in English
1-2 years' experience.
Experience with working
with networks.
Team player.

CLOSING DATE

15 November 2023

SKILLS REQUIRED

- Min grade 12 / equivalent.
- CompTIA A+/N+
- 1-2 years experiences in computer networks and system maintenance.
- Strong verbal and written communication in English.
- Excellent diagnostic and problem-solving skills.
- General Knowledge of VPN's.
- Good interpersonal skills and attention to detail.
- Good problem-solving skills.
- Outstanding organizational and time-management skills
- Able to work well under pressure.
- Sense of urgency\
- Must be willing to work weekends, shifts and public holidays.

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE

- Install, configure, and provide technical support for both hardware and software.
- Assist with Cloud, Virtual, LAN, WAN, Wireless, VOIP, Remote and Surveillance Infrastructure.
- Monitor the hotel's network systems through the provided networking tools.
- Assist with procurement and implementation of new user computers and servers, power backup systems, technology, etc.
- Providing technical support across the company to clients and staff simultaneously (this may be in person, remote or telephonically)
- Assist with systems development and maintaining, troubleshooting POS Systems.
- Provide High degree of professionalism and user level technical support user satisfaction and work well with staff, for Avianto's users' system updates and monitoring including: (Patch management, testing hardware, virus checking, ensuring backup of data files, social media and digital programs are functioning optimally etc.)
- Assist with user management. (Adding and deleting users from Avianto Domain, working with emails, etc.)
- Installing, configuring, and monitoring computer hardware, software, systems, networks, printers, and scanners, copiers, and to make sure they are working properly.
- Hotel software including but not limited to: ERS / KEAP / Room Master / Aloha / Rondevouz / Payroll software/ DSTV systems.
- Assist with technical documentation of systems and processes, understanding and perusing new technologies.
- Assist with creation and documentation of IT systems and Surveillance networks.
- Perform other duties as needed given by the IT & Systems Manager
- Monitor, diagnose and troubleshoot the hotel's network systems through the provided networking tools.
- Assist with audio and visual systems for events and functions setup, troubleshooting, auditing, procurement, and testing in accordance with operations requests.
- Assist with the hotel's DSTV network systems installation, troubleshooting, issues from the backend of the system to the TVs in the rooms or venues.

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- Checking computer/server hardware (HDD, mouses, keyboards, UPS's, cabling etc.) to ensure functionality.
- Provide orientation and guidance to users on how to operate new software and computer systems and equipment.
- Assist with technical documentation of systems and processes, understanding and perusing new technologies research possible solutions in user guides, technical manuals, and other documents as well as relevant forums, refer more complex or intractable problems to appropriate IT professionals.
- Provide first and second line response for users requiring assistance with information technology problems and issues from all calls logged telephonically or from the ticket system or verbally and maintain a log of work in progress, calls received, actions taken, and problems detected through the support ticket system.
- Transporting, setting up, and installing media equipment and audio-visual support tools, including speakers, monitors, cameras, and equipment racks as per function sheet or conference requirements
- Liaise with IT Supervisor to check on all CCTV cameras, equipment (Hardware and software) on a weekly basis, to ensure each area of the property is in working order.
- Serving as the first point of contact for IT support within the organisation.