

VACANCY

PC TECHNICIAN- HEAD OFFICE - DURBAN

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy

CORE PURPOSE OF THE JOB

The primary purpose of the PC Technician is to ensure the efficient and effective operation of computer systems and networks across the organization. This includes installing, maintaining, and troubleshooting hardware and software issues to minimize downtime and enhance user productivity.

MAIN FUNCTIONS OF THE JOB

Technical Support and Troubleshooting

- Provide frontline support to end-users for hardware and software issues.
- Diagnose, repair, and maintain PC hardware, peripherals, and software.
- Manage and resolve technical issues in a timely manner to minimize downtime.
- Provide Audio Visual support when needed for the necessary meetings and events.

System Maintenance and Upgrades

- Perform regular maintenance tasks, including system updates and hardware checks.
- Install and configure new hardware and software.
- Upgrade systems to improve performance and security.

Network Support

- Assist in the setup and troubleshooting of network devices and connections.
- Support the IT team in maintaining network security and performance.
- Ensure reliable network connectivity for all users.

Documentation and Reporting

- Maintain accurate records of technical support requests and resolutions.
- Document hardware and software configurations and changes.
- Generate reports on system performance and common issues.

User Training and Support

- Provide training and guidance to users on best practices and system use.
- Develop user manuals and instructional materials.
- Assist in onboarding new employees with necessary IT equipment and training.
- Support other IT operations functions as needed.
- Collaborate with the IT team on projects and initiatives.
- Participate in IT department meetings and contribute to strategic planning.

QUALIFICATIONS

- Diploma or Degree in Information Technology, Computer Science, or a related field
- Relevant certifications (e.g., CompTIA A+, ITIL Foundation) are advantageous

PREFERRED EXPERIENCE

- Previous experience in a PC technician or similar technical support role (preferred).
- Hands-on experience with computer systems, software, and networking.

KNOWLEDGE

- Understanding of IT support processes and best practices
- Familiarity with banking IT systems and software
- Knowledge of cybersecurity principles and data protection

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to stephanie@albaraka.co.za