



The Housing Development Agency (HDA) is a National Public Development Agency that promotes sustainable communities by making well-located and appropriately planned land and buildings available for the development of housing and human settlements. As its primary activity, the Agency assembles and releases public, private and communal land for development. Its main objectives are to identify, acquire, hold, develop and release well-located land and buildings, and to provide project management support and housing development services. The HDA also intends to grow its mandate as a developer of human settlements. For more information about the HDA, please visit our website: [www.thehda.co.za](http://www.thehda.co.za).

The HDA has the following **three-year fixed-term contract** position:

**IT Junior Technician**

**Location:** Western Cape Office

**Reporting Structure:** IT Manager

**Reference:** AP – ITJT2017

**Main Purpose:** Responsible for answering, commenting and replying to helpdesk enquiries. Helpdesk is the first level of support, and response for clients. Helpdesk is relief and assistance for techs and engineers. Ability to identify and organize tickets according to priority and forward tickets to engineers. Assisting with any other administration requirements as required by the organisation

**Key Responsibility Areas:** **IT Helpdesk** – Able to identify and organize IT queries according to priority. Distribute the queries to engineers and technicians when required. Assist with fieldwork as requested. Escalate IT issues to the IT Manager where necessary. Sets and loads computer equipment with required items and prepares computer equipment for operation. Troubleshoots minor equipment malfunctions. Able to react to change productively and handle other essential task as assigned. Maintains log of all worked preformed and processed. Setting up and configuring new laptops and desktops. Install authorized software to laptops and desktops. Ensure all logs for equipment and users are maintained. Providing hardware, software and desktop support. **IT Administration** – Prepare documents, meeting materials and correspondence. Perform basic administrative support duties as required to meet specific operational objectives. Perform miscellaneous job-related duties as assigned by the IT Manager. Provide assistance and support to colleagues in IT- related matters. Provide excellent customer service and achieve excellent customer satisfaction. Assisting with any other administration requirements as required by the organisation.

**Requirements: Qualifications** – A Matric or equivalent certificate. A relevant tertiary IT qualification or Microsoft qualification. Two to five years' relevant experience. **Skills** – Problem solving ability. PC Hardware / Software knowledge. Ability to communicate effectively on all levels. Must have good interpersonal skills. Must maintain confidentiality at all times. Ability to meet deadlines. Reporting skills.

Please forward relevant CV (Clearly marked with the reference number of the position) in a Microsoft Word format to [applicationsjhb@affirm.co.za](mailto:applicationsjhb@affirm.co.za).

Should you not comply with the above requirements your application will NOT be considered.

**CLOSING DATE FOR APPLICATIONS: 09 SEPTEMBER 2017**

CVs received after the closing date will NOT be considered.

**Enquiries: Sacha Meyerson 011 883-5035**

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If you do not hear from us within fourteen (14) days of the closing date, please consider your application unsuccessful. Please do not send any certificates, diplomas or testimonials. We thank all applicants for their interest. Communication will be limited to short-listed applicants only.

**Conditions of service:** •The HDA is an equal opportunity employer •Appointments will be made in accordance with the HDA EE policy •The HDA reserves the right not to make an appointment.