IT Support Technician:

We are looking for an IT Support Technician who will work closely with the entire Chery team to ensure the daily effectiveness of the overall IT division. The candidate will thus, be a key member of the Chery Head Office in ensuring that key outputs are delivered effectively and efficiently.

To be successful in this role, the candidate will be responsible for all IT related queries and responsibilities. The candidate should have excellent IT knowledge to ensure the roles and responsibilities are effective executed.

Ultimately, the candidate will ensure that their area of responsibility meets and exceeds the expectations of our business objectives and contributes to the company's success in the long run.

Responsibilities:

IT Administration:

- ❖ Maintain records of software licenses and assets.
- ❖ Assignment of software licenses and access.
- ❖ Manage stock of equipment, consumables, and other supplies.
- ❖ Monitor compliance with IT and Popi processes and rules.
- ❖ Assist with onboarding and offboarding of technical specifications for staff.
- ❖ Manage MS Suite and email related support / setups.
- ❖ Manage systems subscriptions and access.
- ❖ Report on system performance and use.
- ❖ Manage and maintain the VOIP phones and system. With assistance of external supplier.
- ❖ Manage User setup and configuration
- ❖ Manage User permissions
- ❖ Troubleshoot system and help log and fix errors.
- ❖ Offer on-site support to users.
- ❖ Assist suppliers in system development and improvements.

Desktop and Hardware Support:

- ❖ Install, maintain, configure required software.
- ❖ Act on IT requests from employees.
- ❖ Plan and undertake scheduled maintenance.
- ❖ Assist with Audio Visual requirements for meetings.
- ❖ Repair equipment and replace parts.
- ❖ Request quotes from suppliers.
- ❖ Configure and maintain printers.
- ❖ Manage work files and change logs for traceability.
- ❖ Network Administration
- ❖ Maintain internal network.
- ❖ Plan network requirements.
- ❖ Manage internet connectivity.
- ❖ Manage internet access, routers, maintenance.
- ❖ Manage user access.
- ❖ Maintain network hardware.
- ❖ Manage accounts and supplier relationships.
- ❖ Perform upgrades and maintenance on systems.

QMS:

- ❖ Ensure that all QMS guidelines are adhered to.
- ❖ Ensure that all supporting documents are kept to date.
- ❖ Ensure that all processes are kept relevant.

Systems Support:

- ❖ Conduct regular safety & security assessments to ensure all systems/equipment comply with the latest security requirements.
- ❖ Conduct research on systems improvement and implementations to improve company efficiency.
- ❖ Monitor systems for efficiency and possible systems improvement/development.

Requirements:

- ❖ IT related degree / diploma.
- ❖ 3 – 4 years' experience in a similar role
- ❖ Automotive background advantageous.

Skills:

- ❖ Good knowledge of MS package.
- ❖ Deadline driven
- ❖ Well organized
- ❖ Excellent communication, negotiation and presentation skills

Please forward your CV to hra@chery.co.za and use reference ITSUP.