

ICT SUPPORT SPECIALIST (Ref: 40/2018)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit talented, qualified and enthusiastic team players, who are able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose of this position is to be responsible for providing specialist ICT and Building Management Systems support, event solutions and services addressing business requirements to staff, clients and delegates. There are a wide range of highly integrated systems which require a minimum first line diagnostic and repair support. To ensure the provision of prioritised support services for members of the executive team and senior management. To engage in the delivery of services (often complex and leading edge) to clients, staff and delegates. The position will also troubleshoot problem areas (in person, by telephone, or via remote access) in a timely and accurate fashion, and provide end-user assistance where required.

Reporting to the: ICT Service Delivery Manager

Key responsibilities will include:

- System/Application and Network Support
- Operational Support
- Desktop Support
- Contract and Service Provider Support
- ICT Governance
- Project Management
- Administration
- Client Orientation and Customer Focus
- Service Delivery and Communication
- To assist with CSI projects and activations within the role, personal and departments capacity
- To increase effectiveness by reducing inefficiencies, frustrations, and unnecessary manual processes where possible
- To adhere to ISO 9001 standards
- To contribute to the CTICC environmental management standards by helping to minimize how the CTICC operations negatively affect the environment
- To contribute in the CTICC's adherence to ISO 18001 standards

Minimum qualifications and experience:

- Matric certificate
- Relevant Technical Certification
- Those with a business or non-technical qualification could supplement their education with a certificate program, individual courses or directly relevant experience that provide the necessary IT industry knowledge required
- 3 years relevant technical and specialist experience in a highly integrated and technical environment preferably in the hospitality industry
- Extensive experience with networking, active directory, wireless, servers, virtualisation in a production environment
- Preference will be given to candidates with events experience
- Preference will be given to candidates with integrated systems experience i.e. fire detection, access control, building management systems, CCTV, digital signage and point of sale .

Remuneration to be discussed with the successful candidate.

Kindly submit confidential applications to the Human Resources Department by emailing your CV and cover letter to recruitment@cticc.co.za before **17h00 on 18 July 2018**.

Only shortlisted candidates will be contacted.

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's).

For more information on the Cape Town International Convention Centre please visit: www.cticc.co.za