



**INFORMATION TECHNOLOGY TECHNICIAN
ICT SECTION
DIRECTORATE: CORPORATE SERVICES
Task Level 11: R382 464 to R496 224 (Basic Salary) R584
338 to R731 436 (Total Cost to Council Package)
(PERMANENT APPOINTMENT)** Applicable Municipal benefits will apply.

MINIMUM QUALIFICATIONS & REQUIREMENTS:

- Grade 12
- Relevant professional ICT qualification
- COMPTIA A+ (PC maintenance and installation)
- COMPTIA N+ (Network installation and Maintenance)
- 2-3 years relevant experience of which at least 2 years relevant experience in desktops, laptops and networks
- Must be in the possession of a valid Driver's License
- Experience in Municipal ICT Environment will be an added advantage
- Ability to work on heights
- Proficiency in English and at least one other official language of the Western Cape

KEY PERFORMANCE AREAS:

- Install/ update, setup and configure all Municipal hardware and software for new and existing users
- Attending to and resolving various departmental hardware and software related queries, requests, applications and complaints
- Assist with tasks associated with Audio Visual equipment that is used for meetings, presentations and Council events
- Assisting with query resolution related to VOIP (delivery of voice communications and multimedia sessions over local and wireless networks and internet)
- Assisting with the resolution of queries/ complaints/ requests related to all Municipal mobile devices.
- Perform tasks/ activities associated with day-to-day administration and reporting
- Recommend upgrades, purchases, repairs & replacement of IT stock
- Logging and reporting all jobs

The duties listed in this job description are not exhaustive, and the employer is entitled to instruct the employee at any time to carry out additional duties or responsibilities which fall reasonably within the ambit of the job description, or in accordance with operational requirements.

COMPETENCIES**CORE PROFESSIONAL COMPETENCIES**

- *Business Communication, Organisational Awareness, Consulting, Planning and Organising, Monitoring and Control, Negotiation, Problem-solving and analytical skills; Ability to work under pressure and independently; Ability to give attention to detail; High level of Integrity and Trust; Good interpersonal and communication skills; Ability to maintain confidentiality; Ability to keep sensitive and confidential information to yourself*

All applications will be considered, but in terms of its Employment Equity Target, the Municipality would prefer to appoint a Coloured Female. Should a candidate in this category not be identified White females will be considered.

PLEASE NOTE: (Failure to comply with the below will result in disqualification)

- All applications **MUST** be on a Knysna Municipal Application form (<https://www.knysna.gov.za/wpcontent/uploads/2022/09/Knysna-Municipality-New-Job-Application-From.pdf>) accompanied by a comprehensive CV with certified copies of qualifications, copy of ID, copies of training, experience, competency and previous employment record must accompany applications (certified copies must not be older than 6 months).
- Application forms are obtainable from the Municipal website: www.knysna.gov.za. Completed applications should be forwarded via email to: vacanciescorporate@knysna.gov.za

- Candidates will be subjected to thorough evaluations and previous and current employers and references will be contacted. Verification will be done on his/her qualifications, criminal and credit record. The candidate will be required to disclose all financial interests.
 - Correspondence will ONLY be entered into with shortlisted candidates. Should candidates not be contacted within three months of the closing date, they may consider their application unsuccessful.
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- For enquiries, contact the Human Resources Office at 044 302 6418 or 044 302 6419.

Canvassing for appointment is strictly prohibited, and any confirmation thereof will disqualify the candidate.

CLOSING DATE: 18 SEPTEMBER 2026

MR BOY MANQOBA NGUBO

ACTING MUNICIPAL MANAGER

The Municipality reserves the right not to make an appointment.