



TECHNICAL AND INFRASTRUCTURE SUPPORT

EnterpriseWorx is a Johannesburg-based IT company with areas of expertise including business intelligence, data management and application development, as well as an array of solutions tailored to address clients' specific needs.

Established in 2003, we've become specialists in using the power of technology and information to give organisations a competitive edge. To this end, we prioritise global best practices, agile methods, superior technology and the highest-calibre people and process optimisation, and we support all services with first-class IT project management and business analysis.

Job Description:

The purpose of the position is to attend to daily end user support with regards to the Company's business-facing IT infrastructure, including hardware, software, and network access and telephone system. Including looking after servers and backups. We require someone who is presentable, well-spoken that is able to manage themselves and their workload. We require someone with integrity that will put in extra effort to keep customers satisfied.

1. Installing and configuring computer systems.
2. Diagnosing hardware/software faults and solving technical problems.
3. Perform quality work on all service requests/incidents with agreed SLA (Monitoring SLA clients).
4. Software, hardware and network troubleshooting.
5. Desktop maintenance / Software updates / Configuration of routers and wireless access points.
6. Assist with the maintenance of network infrastructure Troubleshooting.
7. Setup and configuration of new keyboard, PCs, laptops etc.
8. Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
9. Remote Support.
10. Requesting and coordinating with vendor support.
11. Customize desktop hardware to meet user specifications and site standards.
12. Performs work in compliance within specified warranty requirements.
13. Provides backup support and assistance to the Network Administrator as needed.
14. Responsible for tracking hardware and software inventory.
15. Familiarize end users on basic software, hardware and peripheral device operation.

Skills and Knowledge:

1. The following skills are required;
 - i) Tertiary education: IT Certifications/Diploma
 - ii) Advantageous MS SQL Server experience
 - iii) 1 to 2 years working experience in an IT Field environment
 - iv) Essential A+ and N+
 - v) Working technical knowledge of current protocols, operating systems and standards.
 - vi) Routers, switches and firewall experience