



**Cape Town Head Office:** 47 Westminster Road, Salt River, Cape Town,  
South Africa, 7925

T +27 (0) 21 820 7444 | F +27 (0) 86 514 7197

[www.ikamvayouth.org](http://www.ikamvayouth.org)

NPO Reg. Number: 032-082. PBO Tax Exemption Number: 930030238

VAT Reg. Number : 4850271927

## **TECHNOLOGY ASSISTANT – WC NATIONAL OFFICE**

(Salary: 12 814.37 pm)

### **4 Months Fixed – Term Contract (Maternity Cover)**

IkamvaYouth is a township-based volunteer programme that gets learners out of poverty through education. The organisation exists to reduce inequality in South Africa, and its track record of matric results, access to post-school opportunities, and alumni success is proof that positive change is possible.

#### **Purpose of the Position**

The purpose of this position is to provide helpdesk support to all IkamvaYouth (IY) staff. He/she is required to support the Technology Coordinator in the areas of administration and procurement.

The Technology Assistant reports to the Technology Co-ordinator

#### **Responsibilities:**

- **Contribute to Department Objectives**
  - Contribute to the achievement of department specific objectives
  - Work from a branch to promote team cohesiveness and gain a better understanding of context on the ground
- **IT Support**
  - Provide support to District Managers and teams to ensure optimal usage, care and management of technology
  - Attend to IT tickets received.
  - Safeguard software access keys and passwords
  - Maintain the IY email database
  - Conduct an upgrades needs analysis on various IY systems
  - Ensure that equipment that needs upgrading is attended to
  - Travel to branches and offices to service and equipment
  - Arrange and book training on behalf of the Technology Coordinator
  - Provide training to all IY staff on collaboration software & technology systems (google apps, webex, Skype, dropbox, etc.) as and when required
  - Ensure that all new employees are inducted on IY collaboration software and technology systems
  - Develop and manage all branch and office audit spreadsheets
  - Track changes, together with Branch Assistant on audit spreadsheet
  - In the case of missing or broken assets inform Technology Coordinator
- **Administration**
  - Ensure that all tech assets are insured
  - Keep a central depository of insured equipment
  - Complete and submit paperwork to claim from insurance (eg: stolen or broken equipment)
  - Attend to all queries related to lost and/or stolen equipment
  - Provide advise as per disposal policy



**IKAMVAYOUTH**  
THE FUTURE IS IN OUR HANDS

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- Compile and submit pay card report and share with the finance department
- Assist in setting up equipment for events (eg. AGM, conferences etc.)
- **Procurement**
  - Follow the standard finance policy with regards to the procurement of equipment
  - Ensure that procurement of all IY assets are aligned to the IY procurement policy
  - Effect procurement of equipment for staff, labs and offices
  - Update asset register on Salesforce
  - Track asset loan agreements on Salesforce
- **IT Infrastructure**
  - Ensure that every laptop has antivirus software installed
  - Carry out regular antivirus checks on all equipment
- **Administration**
  - Invoice as per schedule on the tracker
  - Update the Fundraising Coordinator every Friday
  - Send bank statements every Friday
  - Update meeting records on a weekly basis
  - Keep track of action items

#### **Qualification & Competencies required**

- A diploma or certificate in Information Technology
- A minimum of 1-2 years' experience in the IT sector
- Experience in training on various tech platforms would be advantageous
- Patience and ability to train and support colleagues with a wide range of technical competencies
- Experience in cloud platforms would be advantageous
- Performance Oriented
- Proactive
- Resourceful
- Good written and verbal communication skills
- Adaptable
- Attention to Detail
- Problem solving skills
- Team player
- Ability to take initiative and work independently
- Commitment to IY's five values and redressing inequalities through education

#### **TO APPLY:**

Interested applicants should submit their Curriculum Vitae and a cover letter via email to [careers@ikamvayouth.org](mailto:careers@ikamvayouth.org) with the subject heading "**Technology Assistant**" by **13 September 2019**.

***Due to the volume of applicants, should you not receive feedback within 2 weeks please consider your application unsuccessful.***