



Cape Town Head Office: 47 Westminster Road, Salt River, Cape Town,
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www.ikamvayouth.org

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

VAT Reg. Number : 4850271927

ICT Technician

IkamvaYouth is a township-based volunteer program 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.

The Purpose of the Position:

The primary purpose is to provide technical support, maintenance, troubleshooting, support procurement, and any other ICT-related equipment, and ensure that the organization's technology resources are operating efficiently.

Reporting line: ICT Manager

Location: Cape Town

Salary: R20 397,8

Medical Aid Allowance

Responsibilities:

- Contribute to the achievement of department-specific objectives.
- Keep abreast of relevant trends and information in the ICT industry.
- Provide IT support by Responding appropriately to staff incidents, queries, or complaints.
- You will be troubleshooting, installing, maintaining, and supporting a wide range of SME IT systems.
- Arrange and conduct training for all IY staff on collaboration software & and 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 the audit spreadsheet
- Ensure that all tech assets are insured.
- Attend to all queries related to lost and/or stolen equipment.
- Effective procurement of equipment for staff, labs, and offices

Qualification & Competencies Required:

- A diploma or certificate in Information Technology
- A minimum of 3 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 advantageous
- Performance-oriented, attention to detail, proactive, and resourceful
- Good written and verbal communication skills
- Problem-solving skills, a team player, yet could work independently.
- Commitment to IY's Seven values and redressing inequalities through education

Preference will be given to EE candidates.

By responding to this advert and sending your CV, cover letter and/or any other documentation, you are consenting to IkamvaYouth processing your personal information as contained in the furnished documents. IkamvaYouth may process your personal information for the purpose of recruitment for this and/or other posts that may arise within the organization. You warrant that you have familiarised yourself with South Africa's [Protection of Personal Information Act \(POPIA\)](#) and understand your rights and obligations under this Act.

TO APPLY:

Interested applicants should submit their Curriculum Vitae and a cover letter via email to careers@ikamvayouth.org with the subject heading "ICT" By 21 February 2024

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

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