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The President of the Republic of South Africa proclaimed, by Proclamation No 44 of 2010, the establishment of the Office of the Chief Justice (OCJ) as a national department on 23 August 2010 to support the Chief Justice as the Head of the Judiciary and the Head of the Constitutional Court. The services of the following dynamic person are required to capacitate the Office:

**REFERENCE** : 2017/85/OCJ

**POST** : CONTRACT IT HELP DESK OPERATOR  
(CONTRACT VALID UNTIL 31 MARCH 2018)

**CENTRE** : NATIONAL OFFICE: MIDRAND

**LEVEL** : 5

**PACKAGE** : R 152 862.00 per annum plus 37% in lieu of benefits. The successful candidate will be required to sign a performance agreement.

**REQUIREMENTS:**

- Grade 12 or equivalent qualification;
- At least 6 months experience in rendering helpdesk support services in an Information Technology environment

**SKILLS AND COMPETENCIES:**

- Good communication, interpersonal and listening skills
- Telephone etiquette
- Computer literacy ( MS Windows and MS Office )
- Ability to work under pressure and to solve problems
- Accuracy and attention to detail

**KEY PERFORMANCE AREA:**

- Maintain high levels of professionalism and maintain a helpful attitude;
- Responsible for manning the IT helpdesk and accurately log all service desk tickets accurately in the service desk software application;
- Unlock accounts and Resets Passwords
- Answer IT helpdesk telephone calls and emails and correctly/accurately allocate to the correct IT technician / team for resolution;
- Monitor logged service requests with specific reference to high priority calls;
- Become familiar with helpdesk policies and service level agreements.;
- Assist in follow up of calls that are out of SLA.

**APPLICATIONS:** Quoting the relevant reference number, direct your application to:  
The Director, Human Resources, Office of the Chief Justice, Private Bag X10,  
**MARSHALL TOWN**, 200. Application can also be hand delivered to the Office of  
the Chief Justice, 188, 14<sup>th</sup> Road, Noordwyk, MIDRAND. **ENQUIRIES:** Ms  
(0 1 0 ) 493 2500

**ENQUIRIES:** **Mr D Reid**

**CLOSING DATE:** **15 SEPTEMBER 2017**

**NOTE:** In the filling of the advertised posts, the objectives of the Constitution of South Africa, 1996 and the staffing policy of the Public Service broadly will be taken into consideration. Applications must be submitted on Form Z83, obtainable from any Public Service Department. A Z83 & CV must be accompanied by certified copies of qualifications, identity document and driver's license. A SAQA evaluation report must accompany foreign qualifications. Applications that do not comply with the above mentioned requirements will not be considered.

The Office of the Chief Justice is an equal opportunity employer. In the filling of vacant posts the objectives of section 195 (1)(i) of the Constitution of South Africa, 1996 (Act 108 of 1996), the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. The successful candidate/s will be subjected to Pre Vetting (Pre-Screening) Financial records will only be checked and considered for applicants applying for Finance related posts. Upon appointment applicants will be subjected to vetting with the purpose of determining their security competency.

All candidates selected for SMS posts must undergo competency assessment test after the interview.

If you do not hear from us within 3 months of this advertisement, please accept that your application has been unsuccessful. The department reserves the right not to fill these positions.

Please refer to the Recruitment Policy in terms of relocation and resettlement enquiries.

**We welcome applications from persons with disAbilities**

