

POSITION DESCRIPTION

Title:	ICT Officer
Employee:	TBC
Business Unit:	Information Communication & Technology (ICT)
Reports to:	Chief Financial Officer (CFO)
Team:	Information Communication & Technology (ICT)
Location:	7 Marine Square, College Road, Hermanus, 7200, Western Cape, South Africa
Job Grade:	C1
Effective Date:	asap

Our Values

The culture across the FinGlobal Group is one where “customers are at the heart of everything we do” and our employees bring this culture to life by behaving in line with our unique values, which are:

❖ Integrity ❖ Accountability ❖ Excellence ❖ Innovation

These values drive our performance, enhance our reputation, and position us for the future.

The Role

The ICT (Information and Communication Technology) Officer, also known also known as IT Support Officer or Helpdesk Support, plays a crucial role in user support and ensuring the smooth operation of an organisation's IT systems and networks.

Herewith the key responsibilities of the role:

1. User Support:

- Maintain helpdesk and provide technical assistance and support to end-users.
- Troubleshoot hardware, software, network, and cyber security issues.
- Maintain completion log of assigned queries.
- ICT Induction & Training for new hires and exit procedure for leavers.

2. Hardware and Software Maintenance:

- Install, configure, and maintain computer hardware and software.
- Perform routine maintenance tasks, such as system updates and patches.
- Maintain software licences within different business units, incl. assignments and renewals.
- Diagnose and replace faulty hardware components.

3. Network Support:

- Assist with network connectivity issues.
- Set up and configure network equipment, such as routers and switches.
- Monitor network performance and troubleshoot problems.

4. Documentation:

- Maintain accurate records of IT assets, configurations, and support activities.
- Document troubleshooting procedures and solutions for future reference.
- Report daily, weekly, monthly on IT unresolved issues, threats, and planned activities.

5. Cyber Security:

- Provide general admin support with regards to Cyber Security.

6. Training:

- Provide training to users on IT systems and tools.
- Create user guides and documentation to facilitate self-help.

7. Collaboration:

- Collaborate with ICT team members to implement and support IT projects.
- Work closely with other departments to understand their IT needs.

Key Performance Indicators (KPI's)

Proficiency in this role may be measured using some or all KPI's; but, also not limited or restricted to those indicated in below table.

KPI	Reason	Description
Timeous and seamless PC, IT systems and applications set-up for new employees.	Smooth integration and increased efficiency of new employees.	Measure come backs and potential issues after IT Induction and Training.
Updates and maintenance for existing employees.	Increased user experience and overall efficiency of all employees.	Measure @helps, turnaround times and come backs after issues resolved.
Cyber security support	To protect the organisation against risk due to cyber security threats in the environment.	General admin support with regards to the Cyber Security of the organisation.

Key Relationships

Internal and external relationships; level of interaction and purpose.

Internal

Primary

- Head of Information & Communications Technology (ICT) – to seek advice, direction, and guidance on delivery of successful project outcomes.
- All employees.

Secondary

- Information & Communications Technology (ICT) team members.
- External providers and suppliers of IT products and services.

Core Competencies

We identified the specific competencies required to be successful in this role. These competencies help define the role and recognise behaviours to be displayed daily. Required competencies for this role are:

Competency	Description
Technical Proficiency	Strong knowledge of computer hardware, software, and operating systems and familiarity with troubleshooting tools and techniques.
Communication skills	To interact with users and explain technical concepts in a clear manner.
Customer Service	A customer-focused approach to providing support and resolving issues.
Problem Solving	Analytical and problem-solving skills to diagnose and resolve technical issues.
Managing Relationships	Works to build & maintain warm, friendly & constructive relationships with colleagues & business partners; responsive to needs of others.
Organisation & Documentation	Strong organisation skills and attention to detail for maintaining records and documentation.
Prioritisation	Ability to prioritise and plan multiple tasks and yet be flexible in revising plans and priorities at short notice to achieve objectives.
Sense of urgency	Ability to cope with pressure and stay calm whilst dealing with urgent matters.
Action Orientation	Initiates action to achieve objectives within set deadlines & pro-actively takes responsibility for achieving objectives. Shows willingness to go the extra mile.
Decision-making	Able to conclude or decision, whether it be to further an investigation or for purposes of recommendation / escalation to management.
Resilience	Able to tolerate and persevere in a reactive environment and deal with ambiguity. Perseverance, energy, and drive to persist, despite interruptions and unforeseen circumstances / unexpected changes, until tasks are completed.
Product Knowledge	Knowledge of the products and/or services FinGlobal Group offers to their customers locally and internationally.
Adaptability	Willingness to learn and adjust to a changing work environment.
Teamwork	Ability to work well in a team and collaborate efficiently.

Role requirements

The candidate should have proven expertise in both business and technical facets of the role including:

- a) Grade 12 / Equivalent required.
- b) Tertiary qualification recommended, preferably an IT degree/ diploma / certification, for example Microsoft Certified: Modern Desktop Administrator Associate.
- c) Minimum 5 years IT work experience required.
- d) Strong communication skills and the ability to assist employees efficiently.
- e) This is an office-based position.

Additional information

Employment Engagement

This is a contract position with FinGlobal Group. The incumbent will be employed under an employment contract which specifies employment terms and conditions including salary.

Workplace Health and Safety

The role holder of this position must comply with workplace health and safety requirements and policies.

Risk and Compliance

As a primary role-player in the process of complying with regulatory requirements, your responsibility is to be conversant with, and to implement the requirements specific to your role, including the continued identification, analysis, and escalations of risks within your team. As part of the normal performance review cycle, you will also encourage and reward open and transparent reporting of errors and behaviours which contribute positively to the desired risk and compliance culture.

Confirmation Signatures

	Name	Date	Signature
Employee:			
HR:			
Reporting Manager:			