



CAREER OPPORTUNITY / VACANCY

Job Title	:	IT Technician
Division	:	Finance/Administration
Department	:	Finance/Administration
COMPANY BACKGROUND / OVERVIEW		
<ul style="list-style-type: none"> Universal Paper and Plastics was established in 1950 by the Sher family and has remained a family business. Throughout the years the manufacturing of various types of paper and plastic products have been produced by the manufacturing facility located in Ga-Rankuwa. The product range has been refined to manufacture high-quality printed serviettes and napkins, bathroom tissue and household towels, and hankies. Our products can be found in all major stores countrywide under the Dinu brand. Our mission is to satisfy all customers and give each customer the opportunity to have a choice of their own decorative style throughout the household. 		
PURPOSE OF THIS POSITION		
<p>Provide technical assistance to all computer users throughout the Company. Answer questions and / or resolve computer problems and queries for employees in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.</p> <ul style="list-style-type: none"> Oversee the daily performance of the IT infrastructure and the related computer systems and software throughout the Company (Including Cameras and Access Control system). Answer user / employee inquiries regarding computer software or hardware operations to resolve problems. Set up equipment for employee use and ensuring all configurations and software is correct before adding it onto the domain. Performing or ensuring proper installation of cables, operating systems, or appropriate software. Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications. 		



- Troubleshooting and resolving issues with existing devices.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Confer with staff, users, and management to establish requirements for new systems and / or modifications.
- Analyze information to determine, recommend, and plan installations of a new system or modification of an existing system.
- Consult with departments on technical issues, such as software system design or maintenance.
- Be able to work with ERP systems and able to train users on this system
- Maintain a complete asset register and conduct regular audits
- Ensure that all desktop and laptop backups complete successfully and resolve any backup issues
- Manage SQL backups and ensure that the server is running optimally
- Develop and implement IT security procedures
- Ensure all IT related queries are resolved timeously
- Ensure the PABX system is functional and conduct monthly user reports

EDUCATIONAL REQUIREMENTS

- A minimum of 2 years related experience in a medium - large corporate environment
- Minimum Qualification: Diploma / related IT qualification
- Ideal Qualification: Tertiary qualification in IT
- Essential: Must have knowledge of SAGE systems and SQL databases

REQUIREMENTS – EXPERIENCE

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming



- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records
- Knowledge of the practical application of technology
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information
- Observing, receiving, and otherwise obtaining information from all relevant sources
- Analysing information and evaluating results to choose the best solution and solve problems

ADDITIONAL REQUIREMENTS

- Resilience to work under pressure
- Willingness to travel to Ga-Rankuwa on a daily basis
- Willingness to work overtime when required

APPLICATION FOR THIS POSITION

- Salary: Market related
- Please email your CV and cover letter to Sharon Winter: swinter@upap.co.za