

JOB PROFILE



POSITION	:	IT/AV Support Specialist (NEW)
FULL TIME CONTRACT	:	Full time contract
START DATE	:	ASAP
DURATION	:	12 Month contract
LOCATION	:	Parktown - JNB (and remote depending on lockdown regulations)
DEPARTMENT/DIVISION	:	Support
REPORTS TO	:	Office Manager

CDE is an independent policy analysis and advocacy organisation, regarded as South Africa's leading development think tank. CDE engages with and disseminates its work to a national audience of policy-makers, opinion formers and the wider public through briefings, printed and digital publications, webinars, infographics and multimedia platforms which receive extensive media and social media coverage.

PURPOSE OF POSITION

The main purpose of the position is to provide proactive technical support to senior management and all staff during a period where CDE is embracing livestreaming and migrating from OneDrive to a SharePoint environment.

This position requires strong communication skills and the ability to engage with staff of all ages and levels of technical expertise. When necessary, work extended hours and provide remote support on occasional weekends and after hours.

KEY PERFORMANCE AREAS

The successful candidate will be responsible for the following:

- In collaboration with the Office Manager, take responsibility for the organisation's migration from OneDrive to **SharePoint** including the building of sites and libraries and migration of current data
- **Support** staff with the installation, configuration, troubleshooting and ongoing usability of desktop computers, laptops, peripheral equipment and software including Windows10/M365/One Drive/SharePoint; Zoom; Skype and OBS.
- **Engage with external support** and service providers to resolve technical problems with desktop computing equipment and software and advice on the procurement of software and equipment

Facts Matter

ADVISORY BOARD:

R Jardine (chairman), A Bernstein (executive director), A Ball, C Coovadia, B Figaji, S Maseko, I Mkhabela, S Nkosi, S Ridley, M Teke, S Zibi

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- Provide **event (live, virtual and hybrid) technology** planning and support including setup/support video and audio conferencing, webcasting and other live and livestreaming events
- Identify relevant software/technology **training** for staff in order to optimise the adoption and use of technology throughout the organisation
- Provide basic videography and **video production** services (using OBS) for Zoom webinars
- Provide website technical support using wordpress



EDUCATION, SKILLS AND EXPERIENCE

This role requires a wide range of skills ranging from technical support for the desktop computers, laptops, all software, applications, mobile devices, printers, scanners and associated peripherals, including audio-visual (AV) equipment, but most importantly experience and training in Microsoft products.

CDE currently mainly use Office 365, Zoom for Webinars and MS teams as well as Zoom for smaller meetings. It also runs a WordPress website and various other social media accounts including YouTube, Twitter, Facebook and LinkedIn.

REQUIRED:

- Higher Certificate in IT (NQF level 5) or an equivalent;
- Relevant Microsoft certification for example Microsoft 365 Certified: Modern Desktop Administrator Associate or older relevant qualification including MCDST (Microsoft Certified Desktop Technician); MSCE or MSCE
- Three years of experience in a desktop support environment/ 2nd level support

PREFERRED:

- Five years of experience in a desktop support environment/ 3rd level support
- Relevant industry experience (small business environment)

COMPETENCIES

Technical competencies

- Advanced software skills
- Experience with Microsoft in a PC environment
- Advanced knowledge of MS Dynamics
- OBS & video production/editing

Personal competencies

- Ability to stay calm under pressure
- Passion for learning new skills

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- Persistence and perseverance to “figure things out”
- Good communicator
- An analytical mind with problem solving abilities
- Flexibility
- Effective planning and organising skills
- Ability to proactively build and maintain positive relationships and rapport with senior management and other relevant stakeholders



Other competencies and experience

- Excellence and quality orientation
- Meticulous attention to detail
- Relevant industry experience (small business environment)

The Centre for Development and Enterprise reserves the right not to make an appointment.

Should you be interested in applying for this position, please send a brief CV to recruitment@cde.org.za with a short note setting out your interest in and suitability for the job.

Correspondence will be entered into with shortlisted candidates only.

Original proof of academic qualifications will be required from shortlisted candidates.

Closing Date: Sunday 27 June 2021

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