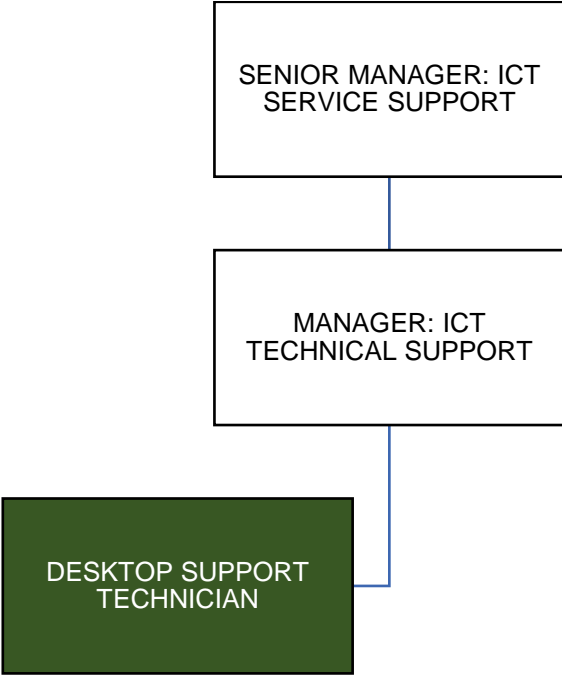


Job Profile

PROFILE INFORMATION			
JOB TITLE	DESKTOP SUPPORT TECHNICIAN		
JOB CLUSTER AND RANK	Specialist (Deputy Commandant)		
REGION/DIVISION	Support & Maintenance Management		
LOCATION	Head Office		
MANAGER/SUPERVISOR	Manager: ICT Technical Support		
SUPERVISION	None		
PEER RELATIONSHIPS	OTHER ENGINEERS, SERVICE DESK ANALYSTS		
GRADE		Grading Date	
LIAISON	INTERNAL	All Business Units	
	EXTERNAL	Service Providers, External Stakeholders	

PURPOSE STATEMENT
<p>The Desktop Support Technician is responsible for providing technical support and assistance related to hardware components of information and communication technology (ICT) systems within the BMA. This role involves diagnosing and resolving hardware-related issues, performing maintenance and upgrades, and ensuring the smooth operation of ICT hardware infrastructure.</p>

ORGANOGRAM



DESCRIPTION

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Hardware Troubleshooting and Support	<ul style="list-style-type: none"> Diagnose and resolve hardware issues, including desktops, laptops, servers, networking equipment, and peripherals. Provide technical support to end-users, assisting them in troubleshooting hardware problems and optimizing system performance. Collaborate with other technical teams to resolve complex hardware-related issues. 	20%	<ul style="list-style-type: none">

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Installation and Configuration	<ul style="list-style-type: none"> • Install and configure hardware components, including CPUs, memory modules, hard drives, graphics cards, and network devices. • Ensure compatibility and compliance with manufacturer specifications and industry standards. • Conduct hardware testing and verification to ensure proper functionality. 	20%	<ul style="list-style-type: none"> •
Maintenance and Upgrades	<ul style="list-style-type: none"> • Perform routine maintenance tasks on ICT hardware, such as cleaning, system optimization, and firmware updates. • Plan and execute hardware upgrades, including component replacements and capacity expansions, to meet evolving business needs. • Monitor hardware performance and implement preventive maintenance measures to minimize downtime. 	20%	<ul style="list-style-type: none"> •
Hardware Inventory and Asset Management	<ul style="list-style-type: none"> • Maintain an inventory of ICT hardware assets, including documentation of specifications, serial numbers, and maintenance history. • Implement asset management processes to track hardware resources and ensure accurate record-keeping. • Coordinate with procurement and finance teams to manage hardware acquisitions, disposals, and warranty claims. 	20%	<ul style="list-style-type: none"> •
Stakeholder Management Support	<ul style="list-style-type: none"> • Build and maintain relationships with all BMA business units for the purposes of expectations management and knowledge sharing. • Provide advocacy on matters related to ICT Application and Adoption to empower the BMA stakeholders to make informed decisions. • Represent and participate in the organisation's committees and tasks teams when required. • Convene and attend meetings and present findings and business cases to relevant stakeholders when required. 	10%	<ul style="list-style-type: none"> • Implemented stakeholder engagement activities • Stakeholder Engagement Plan implemented • External Media Communication and press releases



Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> Implement timeous communication on progress and challenges in achieving the tactical work plans to impact stakeholders. Attend industry related forums, conferences, and workshops to gain industry insight for the purpose of business improvement. 		<ul style="list-style-type: none"> Committee and task team attendance Number of presentations
Risk and Compliance	<ul style="list-style-type: none"> Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks. Support and provide evidence to all internal and external audit requirements. Maintain quality risk management standards in line with relevant requirements. Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity. Review related Standard Operating Procedures in consultation with the Manager: ICT Service Support to ensure business optimisation. Adhere to all relevant laws, policies, and Standard Operating Procedures throughout the organisation. 	10%	<ul style="list-style-type: none"> Audit Report % Audit findings resolved Risk Register Ensure timeous submission of management reports Risk Management Report

CAREER PATH

Desktop Support Technician	Manager: ICT Technical Support	Senior Manager: ICT Service Support
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MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE

Minimum Qualifications	<ul style="list-style-type: none"> Three-year qualification (degree/national diploma) in Information Technology / Computer Science (with at least 360 credits, NQF 6)
Minimum Experience	<ul style="list-style-type: none"> 3 years ICT support experience

MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE

Knowledge	<ul style="list-style-type: none"> • Border Management Authority Act,2020 • Strong knowledge of hardware components, including desktops, laptops, servers, networking equipment, and peripherals. • Proficiency in hardware installation, configuration, and maintenance procedures. • Familiarity with hardware diagnostic tools and utilities. • Familiarity with IT asset management and inventory control.
Professional registration or license requirements	<ul style="list-style-type: none"> • None
Other requirements	<ul style="list-style-type: none"> • Flexibility in working hours will be required to meet demands of the role. • May be required to work overtime. • Valid driver's License

COMPETENCIES

VALUES	FUNCTIONAL	BEHAVIOURAL ATTRIBUTES (ENABLING)
<ul style="list-style-type: none"> • Excellence • Integrity • Innovation • Patriotism • Professionalism • Teamwork and Collaboration • Vigilance 	<ul style="list-style-type: none"> • IT Applications • IT Security • Stakeholder Management and relations • Project Management • Business Writing Skills • Communication (Verbal and Written) • Risk Management 	<ul style="list-style-type: none"> • Organisational and planning • Decision making • Problem solving and analysis • Resilience • Interpersonal relations • Team Player • Attentive to detail and accuracy

SYSTEM SKILLS

Title	Level
Microsoft Office Suite	Intermediate
ICT Technical Support	Intermediate