harambee®
YOUTH EMPLOYMENT ACCELERATOR

JOB OPPORTUNITYSPECIFICATIONS

Welcome to Harambee, where we're all about solving youth unemployment through partnerships. We're not your typical organisation – we're driven by integrity, results, impact, and a passion for South Africa's youth. Our work is fast-paced and exciting, thanks to partnerships with key stakeholders such as The Presidency of South Africa, Business Unity South Africa, Youth Employment Service (YES), and others who share our mission.

If you enjoy a fast pace, are change adept love diving into new tech, and thrive in a collaborative, flexible environment, then you're exactly who we're looking for. Our goal remains nothing short of changing the world! Harambee has the capability and unique opportunity to achieve its founding vision of being a catalyst for significant and enduring positive change in tackling the global challenge of this generation. We invite you to join us, and let's make a real impact together.

POSITION | FLS Technician

REPORTS TO | FLS Manager

LOCATION | Johannesburg

ABOUT THE ROLE

The FLS Technician is responsible for providing first-line support to ensure the smooth operation of IT services. This role involves handling technical support requests, troubleshooting hardware and software issues, and maintaining a safe and efficient working environment.

JOB DESCRIPTION

- **Technical support**
  o Assist with password rests, hardware connections, and software irregularities.
  o Monitor tickets for all client queries and assist with logging tickets when needed.
  o Timely communication and status updates to both internal and external stakeholders.
  o Timely resolutions and escalation of tickets to internal support or IT service delivery partners when necessary.
  o Facilitating resolutions of tickets with internal and external stakeholders in efficient manner.
  o Focus on technical tickets, ensuring prompt responses and escalation of issues.
  o Solve basic configuration issues and follow required processes and escalation steps.
  o Monitor systems and stay aware of statuses via internal systems and notifications.
  o Liaise with IT partners on troubleshooting, resolving and handling outages and issues.
  o Assist with onboarding and offboarding of employees and fulfil procurement requests for new or replacement equipment (headsets, terminals, laptops, cabling, etc.).
  o Keeping track of assets via the asset register and ensure correct forms are completed.
  o Add standard checklists in tickets for internal and partner support.
  o Continuous training and research to stay up to date with what is trending in the market.
- **Facilities support**
  o Maintain a safe, clean and hazard free office environment.
  o Manage meeting room setups.
  o Receiving and attending to calls logged for any fixes required to the physical office.
  o General safety on the floor.
- **Customer service**
  o Foster customer-centric culture by ensuring high levels of customer satisfaction and engagement.

MINIMUM REQUIREMENTS

- Matric / Grade 12.
- A+ & N+ certification is an advantage.
- Minimum of 1 year of hands-on experience with computer network administration, and/or IT training or certification.
- Understanding of IT networks and terminology.
- Relevant product or system certification / knowledge.
- Ability to operate within the functional matrix environment as a team player by accomplishing related results as needed.

COMPETENCIES

- Problem solving
- Communication skills
- Technical understanding
- Customer service orientation
- Coordinate tasks and prioritise

Learn more about Harambee   **www.harambee.co.za**