

**IT DESKTOP SUPPORT TECHNICIAN**  
**SALARY: MARKET RELATED**

KZN Growth Fund is a private equity and private debt Fund based in Durban reporting to the KwaZulu Natal Department of KZN Economic Development, Tourism and Environmental Affairs (EDTEA). The Fund seeks to appoint an experienced and suitably qualified IT Desktop Support Technician.

**Key performance areas:**

- Provide technical support across KGFT, including remotely using TeamViewer, telephone, or Microsoft Teams.
- Resolve hardware, software (including in-house), and network problems by working with end users, other technical personnel, and external service providers.
- Install, maintain, optimise, and configure software, including Windows operating systems and settings.
- Contribute to continuous improvement of processes, systems, knowledge base, and third-party relationships.
- Ensure best practices are followed and that all software is safe and appropriately licensed.
- Ensure security and privacy of computers and network systems.
- Monitor networks and hardware for unauthorized use

**The following minimum requirements must be met in order to be considered for this position:**

- Minimum 3-year National Diploma in Information Technology or other relevant qualifications from industry recognised institute (A+, N+, MCSA, MCSE or similar)
- Minimum 1 year experience as a Desktop Support Technician, Network Support Technician, Systems Administrator, or similar.
- Experience working with, configuring, and troubleshooting computer networks (TCP/IP configuration, subnets, DNS, VPN, etc.)
- Excellent knowledge of Microsoft software and Office applications, with general IT industry knowledge.
- Peripheral installations and fault diagnosis
- Basic understanding of Windows 7, Windows 8, Windows 10, Windows 11.
- Basic understanding of LAN cabling and network topology (Ethernet)

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Correspondence will be limited to short-listed candidates. Late applications will not be considered. Email users are requested to set the delivery option on both “return receipt” and “confirm delivery”. If you have not been contacted within 30 days of the closing date of the advertisement, please accept that your application has been unsuccessful.

**Interested applicants should forward a motivation letter of how each of the entry requirements are met, a detailed CV, certified copies of qualifications and ID document to:**

[recruitment1@kzngf.co.za](mailto:recruitment1@kzngf.co.za)

**CLOSING DATE: 01 September 2023**