

JOB TITLE	IT Support Technician II (Hardware)	GRADE	11
POSITION CODE		OFO CODE	
DIVISION	Information and Technology Services	INCUMBENT	
SUPERVISOR/MANAGER	Lead Support Technician	JOB TYPE (ACADEMIC/SUPPORT)	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Permanent	FULL-TIME OR PART-TIME (IF PART-TIME, HOW MANY HOURS PER DAY)	Full-time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Council Funded	DATE APPROVED	24 February 2026 (HS) Confirmed by JE Committee 05 May 2026

MAIN JOB OBJECTIVE/S
To respond to users' needs for hardware technical support. The incumbent will be required to provide professional, efficient, and accurate responses to enable university staff with their IT needs and to ensure the financial sustainability of maintaining equipment. The equipment referred to in this job profile primarily includes (but is not limited to) computers, laptops, monitors, printers (including MFPs), scanners, data projectors, and audio-visual equipment.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
TROUBLESHOOTING AND RESEARCH – 30%	• Search for solutions that are not on the knowledge base using tools available, such as Google. • Tackle more complex problems. • Highlight new trends in small venue AV and report these to the Lead Support Technician. • Make recommendations on service delivery improvements to the Lead Support Technician. • Investigate new ways of improving how we deliver service and support. • To proactively research and test new products to ensure their suitability and compatibility for RU. • Participate in Divisional team projects where necessary.

	• Troubleshoot equipment to the component level (circuit boards) • Highlight failure patterns and recommend alternative products to the Lead Support Technician
USER SUPPORT – 50%	• Service and repair computers (desktops/laptops), monitors, projectors, and standalone printers using test equipment and hand tools such as soldering irons, multimeters, screwdrivers and pliers • Ensure that any service is preceded by an under-warranty check and liaise with suppliers to swap out devices/components for resolution • Ensure that any service is conducted, paying attention to the cost of repairs and the age of the device, to ensure the cost-effectiveness of the repair • Check that the insurance claim process is followed correctly • Respond to every query professionally. • Escalate to next-level support when necessary. •  Accurately create documentation for the knowledge base, drawing vital resolution information from tickets. •  Advise, assist and provide basic training to the Tech I hardware tech • Communicate effectively with users at a level that they can understand. • Provide support for equipment repairs in small lecture venues approved by the Manager: IT Service Delivery Manager • Perform hardware diagnostics and, when necessary, swap out memory, hard drives, power supplies, etc, record diagnostic information, and either resolve or escalate to the appropriate level. • Sign off on hardware is working in small AV setups in departments when approval for AV purchase has met the ICT standards

ASSETS AND SPARE PARTS MANAGEMENT – 10%	• Receive bulk equipment order and match to the delivery note • Receive, test and asset all new IT equipment to ensure that they meet the specified requirements • Update accurately all paperwork associated with assets and pass all information onto the Lead Service Desk agent for upload into the asset register • Proactively suggest ways to stream line and assist with the assetting processing • Manage the inventory of second-hand spares ensuring they are safely stored, organized and easily accessible for rapid repairs • Prepare the paperwork and justification for write off of equipment when necessary • Escalate damage and abuse where required
ADMINISTRATION – 10%	• Keep job tickets updated frequently to ensure that users/Service Desk are kept up to date of the status of their query. • Ensure that all relevant information is accurately recorded on the ticket. • Ensure that any equipment booked is labelled and has a ticket logged. • Ensure workbenches are kept neat and safe. • Use information from tickets to create knowledge base documentation. • Document AV standards and solutions for small AV setups in departments

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

Grade 12 with a relevant IT Technical qualification (such as an A+ or an electronics-specific equivalent) and 4 years' relevant experience, where such experience includes: -

- Evidence of working experience in an IT equipment support environment, troubleshooting, diagnosing and problem-solving equipment issues
- Evidence of working in a Windows user support environment using Microsoft Office 365 and Google Workspace, not just Gmail
- Evidence of working in a team environment where escalation of open tickets occurs
- Evidence of working with an electronic ticket tracking system for user IT support queries
- A warranty repair certification is required

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COMPETENCIES, I.E. KNOWLEDGE, SKILLS AND ATTRIBUTES

The job incumbent is required to demonstrate the following competencies: -

TECHNICAL SKILLS

- Ability to diagnose hardware problems using tools provided
- Ability to service and repair equipment down to the component level

PEOPLE AND COMMUNICATION SKILLS

- Sound communication skills in English (both verbal and written)
- Excellent interpersonal skills with an ability to relate to individuals at all levels
- The ability to communicate in other official languages will be an advantage
- Able to communicate to a wide range of non-technical clients in a professional manner
- Have a polite, helpful manner

ADMINISTRATIVE SKILLS

- Excellent organisational skills including the ability to update information accurately and on time
- Sound computer literacy: able to work well with electronic ticket tracking systems, e-mail, a web browser, word processors and document viewers, spreadsheets
- File management skills

WORK BEHAVIOURS

- Show commitment to service delivery and customer care
- Able to prioritise, manage multiple demands and work efficiently and quickly
- Able to work independently as well as a member of a team
- Shows initiative
- Be flexible, adaptable, and willing to learn new skills
- Reliable and trustworthy
- High level of self-awareness, is committed to own development
- Actively seeks feedback, able to withstand criticism and use constructive criticism to improve
- Sound time management skills
- Attention to detail
- Can work under pressure and without supervision

SUBORDINATES

None

FUNCTIONAL RESPONSIBILITIES**PLANNING**

(i) What is the longest (macro) period that the jobholder has to plan ahead?

6 months

(ii) Typically, how long are the micro phases/time periods that the macro planning is divided into?

1 to 2 months

ADDITIONAL INFORMATION

Due to the nature of this position, the incumbent cannot be COLOUR BLIND and must be willing to climb ladders, as equipment is often attached to ceilings.

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RemChannel Code

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Note: Any changes made to the job profile (other than the name of the incumbent, the position code and OFO code) must be approved by the Director P&C or the Senior Manager HR Specialist Services.