

TERMS OF REFERENCE

Position Title: IT Helpdesk Support

Programme/Hub: Delivery and Operations Hub

Monthly Salary: R20 000 - R25 000 per month (Commensurate with experience)

Duration: 1 year with a possibility of renewal

Location: Cape Town, South Africa

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region. We enhance developing countries' access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision-makers in delivering climate compatible development by informing policy formulation and implementation. We bring good governance to the management of donor funds, technical assistance and project management.

Details on SSN's work is available at www.southsouthnorth.org.

Background on the Delivery and Operations Hub:

The Delivery and Operations Hub (DOH) is a shared services team within SSN's functional areas. DOH's core mandates include:

- Ensuring SSN's Systems and Technology are functioning efficiently, effectively, and are proactively protected against cyber-security threats – Team 1.
- Developing and/or customising software applications fit identified organisational imperatives where information systems could assist with operational effectiveness – Team 2.
- Support the implementation of the Strategy and, where necessary, support across the SSN programme delivery lifecycle with a focus on enabling/supporting key initiatives from within the SSN Strategy – Team 3.

Role Summary:

The IT Helpdesk Support role is the first-line support role within SSN's Team 1. The IT Helpdesk Support role involves providing first-line tactical and technical assistance within the organisation with high proficiency for end-user support. This position is responsible for troubleshooting and resolving hardware, software, and network issues, ensuring users have the support they need to perform their tasks effectively. The IT Helpdesk Support specialist will handle service requests, escalate issues when necessary, and contribute to maintaining a high level of user satisfaction. The planning horizons for the tasks are generally week-to-week, with some month-to-month time horizons required to tactically connect to Team 1's overarching objectives and key results.

- This role requires working on-site (office location: 55 Salt River Road, Salt River) during SSN's office hours with some flexibility aligned with SSN's working hours.

Roles and responsibilities:

- User Support:
 - Provide timely and effective technical support to end-users via phone, email, remotely and in-person.
 - Diagnose and resolve hardware, software, and network issues, ensuring minimal disruption to users.
- Incident Management:
 - Log, track, and manage service requests and incidents using a helpdesk ticketing system.
 - Prioritise and escalate issues as needed to ensure prompt resolution.
- Technical Troubleshooting:
 - Perform troubleshooting for common issues related to operating systems, applications, and hardware.
 - Use diagnostic tools and techniques to identify and resolve technical problems
- System Maintenance:
 - Assist with routine maintenance tasks, including software updates, system patches, and backups.
 - Monitor system performance and report any anomalies or potential issues to the IT team.

- **User Account Management:**
 - Create, modify, and manage user accounts and permissions in accordance with organisational policies.
 - Assist with onboarding and offboarding processes for users.
- **Documentation:**
 - Maintain accurate and up-to-date documentation of issues, resolutions, and IT procedures.
 - Create and update user guides and FAQ documents to assist users with common problems.
 - With the DOH Lead and IT System Manager, provide contributions towards updates to the SSN IT Policy and any related Practice Notes.
- **Training and Support:**
 - Provide basic training to end-users on the use of software, hardware, and IT systems.
 - Assist in developing training materials and conducting workshops as needed.
- **Collaboration:**
 - Work closely with other IT team members to resolve complex issues and contribute to ongoing IT projects.
 - Communicate effectively with users to understand their needs and provide appropriate solutions.
- **Quality Assurance:**
 - Ensure that all support interactions meet the organisation's quality standards.
 - Collect and analyse user feedback to improve support services and processes.

Skill and Experience Requirements

- Minimum of 2 years of experience in IT support or helpdesk operations.
- Strong technical knowledge of hardware, software, and network troubleshooting.
- Familiarity with MS365 environment operating systems and associated environments (e.g., Windows, macOS) and common applications used within SSN (e.g., Microsoft Office, email clients, MS Teams, Wrike).

- Excellent problem-solving skills and the ability to troubleshoot technical issues effectively.
- Excellent customer service and communication skills.
- Customer-focused attitude with a commitment to providing high-quality support.
- Ability to manage multiple priorities and work under pressure.
- Strong verbal and written communication skills, with a focus on providing clear and concise support.
- Ability to manage multiple priorities and work under pressure.

Qualifications:

- An undergraduate degree in Information Technology or a related field (or equivalent work experience).
- Relevant certifications (e.g., ITIL, CompTIA A+, N+, Microsoft Certified Professional MS365 and Azure fundamental)

Application process:

To apply, please complete the following : [Application form](#)

Applications will close at **midnight 12 January 2025 (SAST)**.

Shortlisted candidates will be contacted within two weeks of the closing date. If you are not contacted within this time period, please consider your application unsuccessful. Unfortunately, we are not able to offer feedback on any application made for this job posting.

Only candidates who are eligible to work in South Africa will be considered for this post and preference will be given to previously disadvantaged individuals. SSN reserves the right not to make an appointment.