



FREE STATE PROVINCIAL GOVERNMENT

FREE STATE PROVINCE

Free State Provincial Government is an equal opportunity affirmative action employer. It is our intention to promote representativity (race, gender and disability) in the Province through the filling of these posts and candidates whose appointment/promotion/transfer will promote representativity will receive preference.

DEPARTMENT OF ECONOMIC, SMALL BUSINESS DEVELOPMENT, TOURISM AND ENVIRONMENTAL AFFAIRS

Directions to applicants: Applications must be submitted on a new Z.83 form (applications submitted on the old Z83 forms will not be considered), obtainable from any Public Service Department or on the internet at www.dpsa.gov.za-vacancies and must be accompanied by a recently updated comprehensive CV only (separate application for every vacancy). Applicants are requested to complete the Z83 form properly and in full. Applications received after the closing date and those that do not comply with these instructions will not be considered. The onus is on the applicants to ensure that their applications are posted or hand delivered timeously. Candidates who possess foreign qualifications and/or short course certificates must take it upon themselves to have their qualifications evaluated by the South African Qualifications Authority (SAQA), and proof of the level of their qualifications after evaluation will be required when shortlisted. No e-mailed or faxed applications will be considered. Applicants are respectfully informed that if no notification of appointment is received within 4 months of the closing date, they must accept that their applications were unsuccessful. Please take note that communication will only be limited to short-listed candidates. The Department reserves the right not to appoint.

Note: Only shortlisted candidates will be required to submit certified copies of qualifications. Failure to do so will result in your application being disqualified.

CLOSING DATE: 21 NOVEMBER 2022 at 16:00

POST: COMMUNICATION OFFICER

REFERENCE NO: DESTEA 29/11/22

SALARY: R261 372. p.a. (Level 7)

CENTRE: BLOEMFONTEIN

REQUIREMENTS: An undergraduate NQF level 6 in Corporate Communication or equivalent qualifications. Computer Literacy. A valid driver's license.

DUTIES: Provide technical support to the Assistant Director: Communication. Assist with conducting research and drafting of speeches for the MEC. Arrange for media coverage for government programmes through advertisements, media innovations, releases and conferences. Scan daily and weekend newspapers for issues raised relating to the FSPG/Government in order to compile a media monitoring report for the MEC, EXCO and senior management of the Department. Plan, coordinate and give feedback on specific media programmes/events. Write articles and take photos during events for the Departmental Staff Newsletter. Gather information and develop promotional materials for different departmental events. Liaise with media and handle media enquiries and enhance department's presence on social media.

ENQUIRIES: Ms. F. Mfazwe, Tel no. 051 400 9548

POST: IT SERVICE DESK AGENT

REFERENCE NO: DESTEA 30/11/22

SALARY: R176 310. p.a (Level 5)

CENTRE: BLOEMFONTEIN

REQUIREMENTS: A Grade 12 or relevant certificates in IT or an appropriate Degree/ Diploma in Information Technology or equivalent qualifications. At least 2 years' experience in IT Technical Support Services or IT Service Management. Strong knowledge of Desktop Operating Systems (Windows 10 and above, MAC IOS); Microsoft Office Suites; Networks and Server environment (Windows Server 2019, Microsoft Active Directory 2019, Microsoft Exchange 2019 etc). Should possess excellent customer service skills.

DUTIES: Log all calls as per defined Incident and Problem management process to enable record keeping and trend analysis of logged calls. Analyze, diagnose and provide first line technical support. Answer support queries via phone, email and self-help system. Respond to enquiries in resolving hardware and software problems. Assign second line support calls to IT Technicians. Update the status of the calls resolved on the service desk including the ones handled and resolved by IT Technicians. Arrange for external technical support where problems cannot be resolved in-house. Monitor Service Desk and follow up with assigned personnel to ensure timely resolution of problems. Maintain high degree of customer service for all support queries and adhere to all service management principles. Perform IT duties and responsibilities during user onboarding, user movement and user off boarding. Ensure general IT administrative tasks are performed and up to date. Maintain accurate records of IT Assets inventory in-line with the Departmental Asset Management policy and procedures. Contribute towards continuous improvement and recommend IT Service standards and processes improvements.

ENQUIRIES: Ms. M. Mphathane, Tel No: 051 400 9473

APPLICATIONS: Quoting the reference number, applications must be forwarded to the Head of Department: Economic, Small Business Development, Tourism and Environmental Affairs, Private Bag X20801, Bloemfontein, 9300 or delivered by Hand at the Ground Floor Security Entrance, 113 St Andrews Building, St Andrew Street, Bloemfontein.

FOR ATTENTION: Mesdames K Majafa/ M Parkies/ N. Ramaebebe
Tel No: 066 487 2908

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