



ADVERTISEMENT

Technical Support Technician

Contract type: Long Term Contract

Job Level: Skilled / Middle Management

Work Location: Makhanda/Grahamstown, Eastern Cape

The National Research Foundation (NRF) supports and promotes research and human capital development through funding, the provision of National Research Facilities and science outreach platforms and programmes to the broader community in all fields of science and technology, including natural sciences, engineering, social sciences and humanities.

The South African Institute for Aquatic Biodiversity (NRF-SAIAB) is a National Research Facility of the NRF. NRF-SAIAB undertakes the study of African aquatic biodiversity and provides research infrastructure to the broader research community in Southern Africa. This includes specialised laboratories, vessels, natural history collections, remote observation platforms, seafloor mapping capabilities, and fish tracking arrays. Although NRF-SAIAB's headquarters are in Makhanda, the institute also has offices in Gauteng, Gqeberha and Durban.

- * Purpose:
To provide technical assistance and support on the NRF desktop computing environment including hardware, software and infrastructure while ensuring that computing resources are kept up to date and functional in line with the internal service processes and operational framework.
- * This role requires solid problem-solving / analytical skills, excellent customer service delivery and verbal and written communication skills.

Key Responsibilities:

- * Technical Support
- * Desktop Management
- * Server Administration
- * General Administration

Key Requirements:

Qualification:

- * IT-related Degree
- * A+ or N+ with a technical security certification
- * Minimum of 2 or more years' experience as a Desktop Support Technician
- * Of which 1 year experience in Desktop Management
- * Of which 1 year experience in Server Administration

Experience:

- * 1 year experience in Desktop Management
- * 1 year experience in Server Administration

Knowledge:

- * Knowledge of ITIL Service Management
- * A demonstrable understanding of IT infrastructure technologies and their dependencies
- * Vulnerability Management
- * Demonstratable knowledge of security incident management processes and procedures
- * Excellent knowledge of desktop support services
- * Awareness of Cyber security best practices
- * Knowledge of cloud based computing

Information:

The website www.nrf.ac.za provides more details on the NRF initiatives and activities.

Applications:

Applicants should submit a comprehensive CV by logging to <https://ess.nrf.ac.za/Account/Recruitment> and apply online. Applications should be accompanied by a letter of motivation indicating the applicant's suitability for the position. The names and contact details of at least three referees should be provided.

Closing Date: 25 September 2026

The NRF offers a challenging career and competitive remuneration package which is commensurate with qualifications and experience. The NRF is committed to employment equity and redress and the appointment to the position will be made in line with the NRF Employment Equity Plan.

The NRF reserves the right not to make an appointment.

Correspondence will be sent to short-listed candidates only