

VACANCY

Job title:	Support Technician-SyNCH – WRHI – CDC
Type:	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
Main purpose of the job:	To provide user support and customer service on SyNCH applications and platforms at healthcare facilities. Troubleshoot problems and advise on the appropriate action to end users at the different facilities where the SyNCH program is implemented.
Location:	Ekurhuleni
Closing date:	15 October 2021
<p>In accordance with our Employment Equity goals and plan, preference will be given to suitable applicants from designated groups as defined in the Employment Equity Act 55 of 1998 and subsequent amendments thereto. Our Organisation maintains a Mandatory COVID-19 requirement and as such only COVID-19 Vaccinated incumbents will be considered for positions.</p>	

Key performance areas

- To provide on-going support to end users at public health facilities on the usage of all national systems.
- To provide training at health facilities and pick up points to ensure optimal and consistent utilization of the software system.
- Interact with colleagues and project management to ensure fulfilment of project objectives and reporting requirements
- Support timeous submission of required solution export files and reporting.
- Utilising the Wits RHI operations call-log system for monitoring purposes
- Monitoring the use and security of equipment at health care facility.
- Managing equipment asset register.
- Take ownership and accountability for tasks and demonstrate effective self-management.
- Follow through to ensure that quality and productivity standards of own work are consistently and accurately maintained.
- Maintain a positive attitude and respond openly to feedback.
- Take ownership for driving own career development by participating in ongoing training and development activities such as workshops, forums, conferences etc.
- Provide information technology services that respond to client and stakeholder needs.
- Build and maintain partnerships with public health facility staff; in particular the facility Manager and end users utilising the systems.

Required minimum education and training

- An appropriate IT related diploma or equivalent, experience with the application of IT related knowledge in the field.

Desirable additional education, work experience and personal abilities

- Advanced knowledge in implementing information systems is an advantage. Ability to think and plan operationally, to liaise with people at all levels of the health facility. Ability to analyse and interpret technical information. excellent communication and writing skills.
- Advanced computer literacy
- MS Excel®
- MS Word®
- MS Powerpoint®
- Internet

- Hardware and software management

Required minimum work experience

- At least 1 – 2 years relevant experience in software/ICT implementation.

Demands of the job

- Ability to train client staff on usage of the IT systems being implemented, evaluate effectiveness of the system usage retraining of Wits RHI staff and DoH staff when needed and work independently.
- The person needs to respond to requests for technical assistance in person, via phone, chat forums or email; trouble shoot and resolve technical hardware and software issues as well as following guidelines on the referrals to helpdesk.
- Travelling (Valid driver's license and ability to drive) and overtime may be required from time to time. Must be contactable after hours for any unplanned emergencies or queries.

Communications and relationships

- Dynamic, enthusiastic and proactive, good interpersonal skills, ability to build and work in a team as well as work independently, confident in applying IT knowledge, excellent time management, commitment to equity and cultural diversity.

Should you be interested in applying for this vacancy, please apply via the link on the career page. Please include the following documentation:

- ID/Passport, Qualification, CV and Vaccination card.