Senior Desktop Engineer – Supplier Park Development Company (SOC) Ltd trading as AIDC, Rosslyn/Satellite Sites, Gauteng

The Supplier Park Development Company (SOC) Ltd trading as AIDC is a Government owned, public entity company established to provide support to the SA Automotive Industry in its drive for global competitiveness. It is a dynamic company that offers exciting career opportunities. The AIDC's success hinges on its human capital, and in the pursuit to realise its strategic objectives, the AIDC aims to recruit a **Senior Desktop Engineer** in the **ICT Department** on a **Permanent Employment Contract** with three months' probation. The successful candidate will report directly to the **Department Manager: ICT.**

LOCATION: **Automotive Supplier Park AIDC Offices, Rosslyn and Satellite Sites**

DIVISION: **ICT**

REMUNERATION: **TCOE R 452 266,55 per annum**

JOB GRADE : **C3**

PURPOSE OF THE ROLE

Provide support and maintain in-house computer systems, desktops, printers and peripherals. This includes installing, configuring, maintaining and troubleshooting end-user workstation hardware, software, printers and networking products.

KEY RESPONSIBILITIES

1. 2nd Line Desktop Support

- Receives calls telephonically or via email with regards to general network, applications and hardware problems / queries
- Assists callers with ICT problem resolution (provides 2nd line support)
- Escalate to 3rd line where necessary
- Retains record of references.
- Monitors & reviews call status
- Ensures Customer Satisfaction
- Ensures Continuous ICT Service Availability

- Resolves tickets and completes all the relevant fields on each Ticket
- Ensures that adequate information has been captured in the description of work & materials used on each Tickets Helpdesk Operations

2. ICT Services Coordination

- Render and administer high-level ICT services to tenants and other users
- Optimise and maintain ICT services, systems, applications and operations, ensure minimum down-time and maximum usage, availability and application security
- Research and develop new products and services
- Project planning and implementation
- Back up and disaster recovery
- Ensure policy and procedure compliance
- Ensure governance
- Customer relationship management

3. Reporting

- Compile detailed reports for all user support and other services
- Provide regular feedback to the ICT Services/Helpdesk Manager
- Change control and monitoring,
- Incident reporting as needed
- Provides Managers with weekly and monthly reports

4. Back-end support

- Server maintenance and reporting
- Physical Network 1st line support
- Supervise training for interns

MINIMUM QUALIFICATION AND COMPETENCY REQUIREMENTS:

- A Matric Certificate/Grade 12 and National Diploma in Information technology or related field
- A+
- N+
- MCSE, an advantage
- ITIL would be an advantage
- A minimum of 3 years' related experience

AIDC is an equal opportunity employer. Appointment will be made in line with the organisation's Employment Equity policy. Only shortlisted candidates will be contacted.

Applications must be accompanied by a curriculum vitae, certified copies of qualifications and certified copies of identity documentation.

- Preference will be given to people with different abilities, women and previously disadvantaged individuals to promote Employment Equity within the group.
- Only shortlisted candidates will be contacted. If you have not heard from us within three months after the closing date, please regard your application as having been unsuccessful.

Applications should be addressed to **https://bit.ly/GGDAGroupRecruitment**

Enquiries should be addressed to **hrrecruitment@aidc.co.za**

The closing date for applications is **06 November 2026.**

"The Protection of Personal Information Act (POPIA) came into effect on 1 July 2021. The GGDA respects your privacy and is committed to keeping your personal information secure and confidential. The Group will ensure that in Processing an Applicant's or Employee's Personal Information, it will adhere to its obligations in terms of POPIA. By virtue of you applying for this position, you give The Group the consent to keep and or process your information as per POPIA