Job Title	**:**	**Jnr IT Technician**
Location	:	FPD Head Office, Pretoria
Reporting to	:	IT Manager
Annual salary range	:	R198,427 – R269,058

(Please note that the salary range mentioned is indicative only. The offer to the successful candidate will be determined within this salary range, based on the candidate's relevant qualifications and experience).

Main purpose of the position:

The Jnr IT Technician plays a crucial role in supporting FPD's technology infrastructure and ensuring the smooth operation of Information Technology systems. The Jnr IT Technician is responsible for diagnosing, troubleshooting, and resolving hardware, software, and network issues, as well as assisting FPD employees with technical queries. The Jnr IT Technician is also responsible for assisting FPD Conferences delegates with technical queries off-site at conference venues.

Scope of work:

1. Technical support

   Respond promptly and efficiently to IT tickets logged by FPD employees and provide appropriate solutions.

2. Troubleshooting

   Diagnose and resolve software and hardware problems, such as laptop / desktop malfunctions, printer issues, software errors, and network connectivity problems.

3. Installation and configuration

   Install, configure, and maintain computer hardware, operating systems, and software applications.

4. User assistance and training

   Assist FPD employees in understanding and effectively utilising technology resources and conduct training if necessary.

5. System upgrades and maintenance

   Routine system upgrades and maintenance to ensure optimal performance of FPD's IT infrastructure.

6. Network support and administration

   Assist in the setup, configuration, and troubleshooting of local area networks and other networking equipment.

7. Inventory management

   Manage the IT department's storeroom and maintain an inventory of the IT assets.

8. Supplier and service provider liaison

   Liaise and coordinate with suppliers and service providers for equipment repairs.

Required qualifications:

- CompTIA IT Fundamentals (ATF+)
- CompTIA A+ Core 1 and Core 2
- CompTIA Network+
- Basic qualifications in the MS Office 365 suite.

Required experience:

- Minimum 3 years' experience in an IT Technical support role, including experience in IT asset management and administration.

Additional requirements:

- Proficiency in reading, speaking, and writing English.
- Report writing and business writing proficiency.
- Excellent communication skills, with the ability to explain technical concepts to non-technical users clearly.
- Physical strength is required to lift and carry computer equipment, servers, and printers safely.
- Valid driver's license (essential).
- Ability and willingness to travel to FPD offices in other provinces, as well as to conference venues across South Africa, to provide on-site IT support.
- Ability to apply Artificial Intelligence (AI) tools to enhance IT operations and user support, while maintaining data security and ethical standards.

Closing date for applications: **13 March 2026 at 16h00**

Interested candidates should apply by accessing the following link:

https://vacancies.fpdsiu.co.za/

The Foundation for Professional Development fosters a diverse and inclusive workplace. We invite and encourage suitably qualified candidates with disabilities to apply for positions within our organisation. In line with the company's Employment Equity Plan, preference will be given to suitably qualified male candidates from designated groups.

Please note:

Only shortlisted applicants will be contacted. If you have not been contacted within four weeks after the closing date of this advertisement, please accept that your application was unsuccessful. The company reserves the right not to make an appointment.