

Position: Desktop Support Technician I
Department: Infrastructure
Location: Cape Town, Bellville(Hybrid)

Purpose:

Pepkor NexTech is a dynamic IT company that delivers value-driven IT solutions to the Pepkor group. Our work lives revolve around our DNA. We take pride in our work, treat our colleagues, partners and our country with respect. We exercise collaborative decision-making and believe in having a balance in life. We do this all whilst being fun to be with and enjoying what we do.

About the role:

We are currently seeking a highly motivated and detail-oriented individual to join our IT team as a Desktop Support Technician. This position offers an excellent opportunity for professional growth and development in a dynamic and collaborative work environment.

Responsibilities:

- Provide first-line technical support to end-users for hardware and software-related issues.
- Install, configure, and troubleshoot desktop hardware, software, and peripherals.
- Respond to and resolve service desk tickets promptly, ensuring timely and effective communication with end-users.
- Complete administrative records as required
- Create, update, and manage service desk tickets to accurately reflect the status and progress of incidents and service requests.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Setting up the Organization's computer system to meet specific business goals
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Identify and resolve hardware and network connectivity issues on LAN/WAN, VoIP telephone, biometric, AV systems connections.
- Upholding and testing security, blocking & or reporting unapproved access.
- Monitoring day to day computer performance.
- Update and maintain the computer inventory and equipment.
- Ensure desktop computers interconnection seamlessly with diverse systems keeping in mind for compatibility factors.
- Assist in technical upgrading and maintaining of entire desktop systems.
- Support in testing and deployment of new applications and systems.

Key Competencies and Qualifications:

- Grade 12
- Accredited MCITP or equivalent certification
- Familiar with both MS Office and Google Workspace productivity suites
- Minimum 2 years experience in a Desktop Support environment
- Able to work independently without direct supervision
- Attention to detail and ability to work under pressure
- Good administration and time-management skills.
- Willing to work overtime and standby occasionally
- Valid unendorsed driver's license (Code 8 minimum)
- Motivated and organized with a customer-oriented approach with a focus on providing exceptional service.

Application:

If you are interested in the above position and meet the requirements indicated above, please submit your CV to vacancies@pepkorit.com. Pepkor strives for equal opportunity in terms of its employment equity guidelines.

By submitting your application, you are giving Pepkor NexTech implicit consent to the storage and processing of your personal information. If you do not hear from us within 3-4 weeks of the closing date of this position, please regard your application as being unsuccessful.

Closing date for applications: 20 October 2025