

## Sikhula Sonke ECD

Offices & Training Centre:  
35-903 Cephe Crescent, Harare Square, Khayelitsha, 7784

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### POSITION AVAILABLE: IT INTERN

An exciting opportunity has become available for an **IT Intern** to join a vibrant and busy NPO working in Khayelitsha. The successful candidate will be expected to work at our offices in Harare Square, Khayelitsha and will be the 'go to' person for IT-related queries and support for our staff of 40. The candidate will also be expected to assist local preschools with their own IT needs and help them set up systems and software. Creative, out-of-the-box thinking combined with technical expertise is essential. This is a full time position ideally suited to a new graduate between the ages of 18 and 34.

The ideal candidate should have:

- Certification in an IT field.
- Tertiary Degree an advantage.
- IT support experience.
- Good telephonic communication skills for IT support over the phone.
- Good understanding of Microsoft Windows & Office 365.
- Ability to communicate with users who struggle with IT and electronic devices.

Requirements:

- Matric
- Network connectivity experience
- Good understanding of PC hardware setup, support and maintenance.
- Good understanding of Microsoft Windows & Office 365
- Good understanding of virtual environments and backups
- Experience with installing, troubleshooting and supporting desktop applications & hardware
- Be able to troubleshoot and assist users with software-related problems on Microsoft networks
- Ability to train new users on basic use of Microsoft products (Word, Excel and PowerPoint)
- Analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Ability to work in a team-oriented, collaborative environment
- Strong customer-service orientation
- Have good time management skills
- Be good at problem solving
- Be a well-groomed, punctual and approachable individual with excellent people skills
- Ability to adapt to change and is willing to learn
- Must speak/read/write isiXhosa and English

Please send a cover letter and your CV to [info@sikhulasonke.org.za](mailto:info@sikhulasonke.org.za).

**Deadline for applications is 30 May 2022. If you have not heard from us by 15 June 2022, please consider your application unsuccessful.**