ADVERTISEMENT

SYSTEMS/HELPDESK ADMINISTRATOR

Salary Range R 431 183.27 – R 498 090.89 per annum (All inclusive)

Overview of the Organisation

The NMISA is a Type 3A Public Entity established in accordance with the Measurement Unit and Measurement Standards Act, No. 18 of 2006 (the Act). The NMISA is mandated by the Act to provide for the use of the international system of units (the SI) and other measurement units in South Africa, to maintain national measurement standards (NMS) and to determine and ensure the comparability of the NMS. More information can be obtained from www.nmisa.org

The Position

Serve as the first point of contact for NMISA staff seeking ICT support. Provide first-line assistance on site and remotely, resolve issues within delegated authority and follow escalated tickets through to closure. Coordinate the daily service desk queue and guide ICT interns in their assigned support duties.

Requirements:

- A relevant degree (NQF Level 7) in information technology, computer science, information systems or a related ICT field.
- A minimum of three years of experience in ICT service desk, desktop support or end-user support, including the use of a ticketing system.
- Practical experience troubleshooting Windows endpoints, Microsoft 365 and basic network connectivity. Working knowledge of Active Directory or Microsoft Entra ID for routine user support.
- ITIL Foundation or equivalent service management training, or CompTIA A+, Network+, Security+ or equivalent relevant certification (advantageous).
- Experience with Microsoft Intune or a comparable endpoint management tool, and exposure to supporting SharePoint Online or Microsoft Dynamics 365 (advantageous)

Responsibilities:

Incidents and service requests

- Log all incidents and service requests in the service desk system. Categories them, assign priority based on impact and urgency, and route them using approved workflows.
- Diagnose and resolve incidents at first contact where possible. Fulfil standard service requests once the required approvals are recorded.
- Track tickets against agreed response, resolution and fulfilment targets. Escalate major outages, complex faults and tickets at risk of missing targets. Record troubleshooting performed and keep users informed until closure.

- Confirm restoration or fulfilment in line with the closure procedure and record the outcome and actions taken. Flag recurring incidents for investigation and update support guides when fixes are verified.

User and endpoint support

- Set up and support desktops, laptops, printers and peripherals. Troubleshoot supported Windows desktop versions, Microsoft 365 applications, Wi-Fi, wired connections and VPN access.
- Provide first-line support for NMISA business applications. Document symptoms and refer configuration changes, application defects and laboratory system faults to the designated specialists.

User access and information security

- Verify user identity for password resets and multifactor authentication support. Process approved account creation, changes and removal within delegated permissions, and retain approval records.
- Escalate suspected phishing, lost devices and other security incidents immediately through NMISA's incident reporting procedure. Protect credentials and personal information when handling tickets and remote support sessions.

Asset control and operational support

- Maintain ICT asset and storeroom records for equipment issued, returned, transferred or sent for repair. Reconcile records with stock and report discrepancies.
- Guide ICT interns on ticket handling and check their work. Maintain service desk procedures and support audit requests with ticket, access and asset records.
- Support infrastructure staff during approved maintenance, backup and restore checks, and disaster recovery exercises by completing assigned checks and recording results.
- Prepare monthly reports on ticket volumes, service target performance, first-contact resolution, backlog age, repeat incidents and asset discrepancies. Where user feedback is collected, report satisfaction trends and propose improvements.

Person Specification:

Communicate technical issues in plain language, keep accurate records and follow through on commitments. Manage competing priorities calmly, handle sensitive information with discretion and work effectively with users, interns and specialist teams.

Please note:

How to apply – please read carefully (non-compliant applications will not be considered):

Email your application to **Careers1@nmisa.org**, using this exact subject line: **"JUNIOR SYSTEMS/HEELPDESK ADMINISTARTOR".** Submit only one application per person for this position.

You must attach **THREE separate PDF documents – do not combine them into one file**. Name each file using **exactly these labels – CV, ID, Qualifications – as "Surname Name – Label"**, for example:

- Your CV – e.g. "Mokoena Thandi – CV.pdf"
- A certified copy of your ID – e.g. "Mokoena Thandi – ID.pdf"
- Your qualification certificate(s) – e.g. "Mokoena Thandi – Qualifications.pdf"

Format rules (applications that do not follow these will not be considered):

- All three documents must be in **PDF format**. Word documents, photographs, JPEG/image files, and links (Google Drive, OneDrive, Dropbox) will not be accepted.
- Your CV must be a proper PDF created from a document (for example, “Save as PDF” from Word) – not a scan or a photograph – and your full name, cell number and email address must appear at the top of the CV.
- Your certified ID and qualification certificate may be scanned, but must be clear, legible PDFs.

Only applications that include all three documents, correctly named and in the correct PDF format, will be considered.

Closing date for applications: 23 November 2026

The NMISA subscribes to and applies the principles prescribed by the Employment Equity Act. Preference will be given to previously disadvantaged candidates who meet the requirements and who will add to the cultural and gender diversity of the organisation.

People with disabilities are encouraged to apply. Correspondence will be limited to shortlisted candidates only, should you not receive correspondence by 23 December 2026 consider your application unsuccessful. The NMISA reserves the right not to appoint.

By applying for this position at the NMISA, the applicant understands, consents and agrees that the NMISA may solicit a credit and criminal report from a registered credit bureau and/or the relevant authority in relation to positions that require trust and honesty and/or entail the handling of cash or finances, and may also verify the applicant’s educational qualifications and employment history. You voluntarily give the NMISA consent to process your personal information.