



## **ICT INTERNSHIP**

### **Position: ICT Support Intern**

#### **THE PERSON**

A highly SELF-DRIVEN individual who is willing and ready to learn and understands the importance of timely delivery of tasks. Someone who is passionate about their work and works well with very minimal supervision. The individual will be given training on our DBMS as well as other APPs they will be required to support.

#### **THE COMPANY**

The company is based in Pretoria East, South Africa and is focused on business applications development and general ICT support.

#### **THE ROLE**

The role involves the following:

1. Database Management and Systems Support
  - Monitoring of client database and performing database backups
  - Familiarity with basic CRUD queries is a must
  - Customer support and attending to database related queries
  - Creating Instruction Manuals for customers
  - Delivery of basic training
  - Attend virtual/physical meetings with customers
2. General ICT Support
  - Support with management, availability and accessibility to the following IT systems:
    - Remote Desktop Servers – users setting up.
    - Microsoft Teams and Zoom – general support.
    - Office365 Email
      - Create new email addresses (Users and Group accounts)
      - Access management (Reset passwords, block email login etc.)
    - Office 365 SharePoint – creating sites and folders
  - Maintain regular contact with the service providers for support and any updates or changes
  - Develop and maintain a register of IT service providers and a file for all contracts showing what each provider supports
  - Set up of computers and any other new hardware:
    - Procurement, data backups and setting up equipment in a timeously manner
    - Ensure that they are in good condition and regularly serviced
    - Ensure that the necessary software required per unit is installed correctly and functioning. (Windows, Office, Anti-virus etc.)
  - Website Analytics – periodic reports
  - Telephone system, license renewals, backups and storage management
  - First line support

## SKILLS & EXPERIENCE

- A relevant information technology tertiary qualification (attach transcripts and relevant information)
- Strong analytical skills and great attention to detail is a must.
- DBMS certifications and Microsoft certifications
- Proficiency with Microsoft Excel is an added advantage
- Great personality of wanting to learn and free to make contributions
- Articulate in the English language, both oral and written skills.

If you meet these requirements and are interested in joining our company, please send your application, CV, transcripts and anything else that can help you get selected to:

[recruitment@fbmsys.com](mailto:recruitment@fbmsys.com)

Closing date is 8<sup>th</sup> April 2024 and if you have not had a response to your application within 14 days please consider your application to be unsuccessful.