

## Support Technician

The African Institute for Mathematical Sciences (South Africa) is a residential graduate mathematics institute in Muizenberg. We have around 90 taught Master's students, as well as research-based Master's and PhD students. Our research centre hosts postdoctoral fellows and other research staff. Our students are drawn from across Africa. AIMS is unique in that the courses are taught by international lecturers, who are leaders in their field, and who stay on site with our students in an immersive teaching experience for 3-4 weeks at a time

We are searching for an **IT Support Technician** to take care of our on-site support and hardware, which comprises over a hundred desktop/laptops, associated networking equipment and AV equipment for lecture rooms.

### Responsibilities

- Troubleshoot and repair basic desktop/laptop hardware issues
- Troubleshoot networking problems, eg. finding loops, poor connectivity, broken links
- Assist users with networking issues, eg. joining the WiFi network
- Provide first level support to lecturers, staff and tutors
- Provide second level support to students (tutors provide first-level support to students)
- Be available for events hosted by AIMS, which hosts around a dozen workshops or public events annually, which need some hand holding on technical issues (eg. setting up a projector, turning on microphones, etc)
- Be available as remote-hands on-site for emergencies relating to server infrastructure
- Learn new technologies as implemented by the institution

### Qualifications Required

- CompTIA A+, or equivalent experience in the field
- Linux Professionals Institute or CompTIA Linux+ certification would be highly beneficial
- CompTIA Network+ would be beneficial

### Attributes Required

1. Honesty - we expect you to work with integrity and conduct yourself well
2. Professionalism - we often host leaders in the field, who are often funders
3. Self-assured - you'll have to say no to people sometimes
4. Reliability - be able to occasionally work after hours or weekends
5. Team worker - you'll have to work with all kinds of people with varying skill levels
6. Self-motivated - we don't micro-manage, so you need to be able to manage your day

### Terms of Employment

- This is a full-time, 2-year contract position, with the possibility of extension depending on performance and availability of external funding.

### Applications

To apply, please submit the following as **ONE PDF** document to [vacancies@aims.ac.za](mailto:vacancies@aims.ac.za).

- A cover letter
- Your CV
- Your salary expectation

Applications will be accepted until **21 February 2025** or until the position is filled. If you do not hear from us in 4 weeks please consider your application as unsuccessful. AIMS South Africa reserves the right not to make an appointment at its sole discretion.

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