



ICT TRAINER

(Payclass 09)

CUSTOMER SERVICES DIVISION

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

We invite applications from experienced IT trainers for the above position for appointment as soon as possible. Reporting to the Training manager in the Information and Communication Technology Services (ICTS) department, the successful candidate for the position will be responsible for a) providing end-user IT training to staff and students at the University of Cape Town, b) selecting training methods best suited to the user, c) developing courses and training material as per project or custom requirements.

Responsibilities:

- Provide software application training using a wide variety of delivery methods, including in-person, virtual or hybrid to the UCT community
- Find smart ways to promote the proficient use of software applications and systems used at or developed by UCT
- Scope and develop new courses
- Write and maintain end-user training materials
- Provide needs analysis for, develop and facilitate customised training sessions as required by faculties and/or departments
- Present information sessions on relevant ICT topics
- Liaise with UCT staff members to assist in analysing their training needs
- Keep up to date with the latest training techniques and trends
- Fully participate in train-the-trainer development opportunities

Minimum requirements:

- Grade 12 (National Senior Certificate) with relevant training or teaching qualification, e.g. CompTIA certified technical training certification (CTT+), Microsoft Certified Educator, or other technical training qualifications
- Advanced knowledge and proven competence with Microsoft 365 (i.e. Teams and Microsoft Office Suite applications)
- Basic customer focus IT support skills (IT Service Desk experience advantageous)
- End-user IT training (at least 4 years)
- Development of course materials (at least 1 year)
- Expertise in different adult learning teaching methodologies and how to apply them, i.e. blended learning, interactive, animation and video is advantageous

Required non-technical skills:

- Strong communication skills (listen, question, explain, give feedback).
- Ability to prioritise and work under pressure.
- Excellent written and spoken communication skills.
- A strong customer service ethic.
- Ability to work as part of a team.
- Organised and self-managed (manage stress, time and work).
- Flexible (responsive, creative, adaptable, manage change).
- Enthusiastic about lifelong learning.

The annual remuneration package, including benefits, is between R465633 and R531369, depending on experience and qualifications.

To apply, please e-mail the below documents in a **single pdf file** to: icts-jobs@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

An application which does not comply with the above requirements will be regarded as incomplete and not considered. Only shortlisted candidates will be contacted and will be required to undergo a competency test.

Telephone: 021 650 3012

Website: www.icts.uct.ac.za

Reference number: E23712

Closing date: 31 July 2023

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf."

UCT reserves the right not to appoint.