

Position: Senior Desktop Support Technician
Department: Infrastructure
Period: Permanent
Location: Durban

Purpose:

Pepkor NexTech is a dynamic IT company that delivers value-driven IT solutions to the Pepkor group. We are focused on creating value - simplified. Our work lives revolve around our DNA. We take pride in our work, treat our colleagues, partners, and our country with respect. We exercise collaborative decision-making and believe in work-life balance. We achieve this all while having fun and enjoying what we do.

About the Role:

We are currently seeking a highly motivated and detail-oriented individual to join our IT team as a Senior Desktop Support Technician. This position offers an excellent opportunity for professional growth and development in a dynamic and collaborative work environment.

Key responsibilities:

- Provide advanced technical support to end-users and serve as an escalation point for complex hardware and software-related issues.
- Install, configure, and troubleshoot desktop hardware, software, and peripherals.
- Respond to, resolve, and manage service desk tickets promptly, ensuring clear communication with end-users.
- Set up the organization's computer systems to align with specific business goals.
- Create, update, and manage service desk tickets to accurately reflect the status and progress of incidents and service requests.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Setting up the Organization's computer system to meet specific business goals
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems, including coordinating off-site repairs for remote users.
- Identify and resolve hardware and network connectivity issues (LAN/WAN, VoIP, biometrics, and AV systems).
- Uphold, test, and enforce IT security policies, blocking and reporting unapproved access.
- Monitor day-to-day computer and system performance.
- Maintain an accurate up-to-date computer hardware and software inventory.
- Ensure seamless system integration and compatibility across diverse desktop platforms.
- Assist in technical upgrades, testing, and deployment of new applications and enterprise systems.
- Support in testing and deployment of new applications and systems.

Key Competencies and Qualifications:

- Matric
- Accredited MCITP or equivalent certification
- CompTIA A+ certification
- Proven experience administering user environments within Microsoft 365 and Google Workspace productivity suites.
- Minimum **4–6 years** of hands-on experience in a Desktop Support environment.
- Strong analytical and root-cause analysis skills for complex hardware, network, and software issues.
- Exceptionally strong customer service and communication skills
- Proven ability to manage high-pressure situations calmly.
- Self-motivated, highly organized, and fully capable of managing the Durban region's support queue with minimal supervision.
- **A**bility to mentor junior team members, document knowledge-base articles, and take ownership of site infrastructure health.
- Good time-management habits with a willingness to work overtime and perform standby duties as required.
- Valid unendorsed driver's license (Code 8 minimum)

APPLICATION PROCESS

If you are interested in the above position and meet the requirements indicated above, please submit your CV to

vacancies@pepkorit.com REF: SeniorDesktop

Alternatively, you may apply directly on our current careers website: <https://pepkorit.com/careers>. Please note the new website link, <https://pepkor-nextech.com/job-listings/senior-desktop-support-technician> is currently in progress for direct application submission.

Pepkor NexTech strives for equal opportunity in terms of its employment equity guidelines. By submitting your application, you are giving Pepkor NexTech implicit consent to the storage and processing of your personal information. If you do not hear from us within 3-4 weeks of the closing date of this position, please regard your application as being unsuccessful.

*Closing date for applications: **24 July 2026***