



INTERNAL AND EXTERNAL VACANCY NOTICE South African Library for the Blind (SALB)

Position	Junior ICT Support Technician
Department	Management Services
Contract Type	Contract (6 Months)
Location	Makhanda (Grahamstown), Eastern Cape
Remuneration	All-inclusive remuneration package of R16 703,65 per month

The South African Library for the Blind is a Schedule 3A public entity and an agency of the National Department of Sport, Arts and Culture, governed by the South African Library for the Blind Act, 91 of 1998. Located in Makhanda (Grahamstown) in the Eastern Cape, SALB provides a national library and information service to blind and print-disabled readers in South Africa and is recognised as a national institution with an international reputation.

SALB invites applications from suitably qualified South African citizens for the following position:

PURPOSE OF THE POSITION

The Junior IT Support Technician is responsible for providing first-line and on-site technical support to users by installing, maintaining, troubleshooting, and repairing ICT hardware, software, and network-related systems. The incumbent ensures the effective operation of end-user technology, resolves technical incidents within agreed service levels, maintains accurate support records, and contributes to business continuity, ICT projects, and compliance with organisational policies and standards.

MINIMUM REQUIREMENTS

- Completed N6 or Higher Level Qualification in Information Technology, Computer Systems Engineering, Information Processing, or a related ICT field, with 2 years' work experience; or Grade 12 with A+ and N+ Qualifications, coupled with 3 years' relevant work experience in an ICT support role.

KEY SKILLS/ Attributes

- The candidate must possess strong ICT technical skills for troubleshooting and problem-solving.
- He/she must be deadline-driven with strong attention to detail. Excellent interpersonal skills with strong English verbal and written communication skills.
- He/she must be able to learn new technologies and apply knowledge effectively, work well within a team and individually, effectively manage time, and maintain high levels of confidentiality.

KEY PERFORMANCE AREAS

The successful candidate will report directly to the Snr Manager ICT and will be responsible for the following, inter alia:

- End-User Support
- Hardware and Equipment Support

- Software and Operating Systems Support
- Network and Connectivity Support
- Incident and Service Management
- Business Continuity and ICT Operations
- Compliance and Governance

APPLICATION PROCESS

Candidates who meet the minimum requirements are invited to submit the following documents to salbrecruitment@salb.org.za, Completed SALB employment application form; Detailed letter of application/motivation; Comprehensive Curriculum Vitae; Certified copies of qualifications and identity document. Certification must not be older than six (6) months.

Enquiries: Human Resources Department at 046 622 7226
Closing date and time: 03 November 2026 at 16:00

IMPORTANT NOTICES

- No late applications will be considered.
- Incomplete applications and applications submitted without the required supporting documents will not be accepted.
- Applications from suitably qualified candidates from designated groups, particularly persons with disabilities, are encouraged.
- Shortlisted candidates may be required to undergo vetting, reference checks, competency assessments and/or other relevant verification processes.
- Original certificates and/or testimonials may be requested from shortlisted candidates for verification before an appointment is confirmed.
- SALB reserves the right not to make an appointment to this position.
- Should you not receive feedback from SALB within thirty (30) days of the closing date, please consider your application unsuccessful.
- By submitting an application, applicants consent to SALB processing their personal information for recruitment, selection, verification and related employment purposes in accordance with applicable legislation.

SALB is committed to fair, transparent and equitable recruitment practices.