

**CONTRACT ROLE: IT SUPPORT****CAPE TOWN, SOUTH AFRICA****FACILITATED BY KRIEL & CO ON BEHALF OF THE GREENCAPE SECTOR DEVELOPMENT AGENCY****Travel requirements****1 x weekly on-site visit (pending lockdown lift), Cape Town CBD****Scope / number of users to support**

30-40

**Type**

Contract, subject to 1-month trial period.

**Reference number**

GC001

**ABOUT GREENCAPE**

GreenCape is a non-profit organisation that drives the widespread adoption of economically viable green economy solutions from the Western Cape. We work with businesses, investors, academia and government to help unlock the investment and employment potential of green technologies and services, and to support a transition to a resilient green economy.

We are a not-for-profit organisation established in 2010 to support the development of the green economy in the region.

Learn more at <https://www.greencape.co.za/about-us/our-work/>

**CONTRACT ROLE AND PURPOSE**

- The organization is currently undergoing a significant change management effort of all systems and processes, including compliance with the POPIA, facilitated by management consultants and technology attorneys.
- Analysis by management consultants identified a need for a pro-active IT Support resource to assist users with general IT Support queries, in-line with the organisation's risk-response plan.
- Proactive maintenance and monitoring of possible security events and identifying problems before they arise will add value to the organization.
- The IT Support resource will maintain the digital environment and will be trained by management consultants.

**GreenCape Sector Development Agency**

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Company Registration No. 2012/039750/08

Refer to the GreenCape website for director details

**SPECIFICATIONS AND REQUIREMENTS INCLUDE, BUT IS NOT LIMITED TO:**

- Relevant or current industry certifications.
- A proven track-record of supporting SMMEs, along with credible client references. Experience supporting an NGO environment is advantageous.
- Above average technical cloud skills and expertise, preferably across multiple platforms. *The organization assumes a cloud-first approach with associated endpoint management.*
- Experience in supporting a Google Cloud SaaS offerings is a minimum requirement, Google partner status advantageous.
- Experience in supporting SaaS products from ZOHO is deemed advantageous, but not essential.
- Lead and assume ownership of technical support queries & requests.
- Offer users proactive service within a 2-hour response time within business hours.
- Provide regular reporting on overall support metrics as well as insights on possible system optimisations, changes or updates for consideration.
- Initiate a quoting process for the sourcing and procurement of hardware or devices with third party providers. Facilitate negotiation with third party providers on the client's behalf.
- Capacity to offer proactive security monitoring and endpoint management response at all times. This may include but is not limited to, managing security incidents and potential risks to the digital environment.

**DESIRABLE PERSONALITY TRAITS TO ALIGN WITH GREENCAPE CULTURE:**

- Self-motivated, strong work-ethic and a commitment to professionalism.
- A commitment towards accountable service delivery.
- The ability to communicate clearly, efficiently and professionally with users.
- The ability to work independently as well as part of a team.
- A fine eye for detail. You exhibit an analytical and systemized approach to work.
- Ability to work under pressure and prioritize support requests effectively.
- Ability to work collaboratively and relate to people from all walks of life.
- Consistently and professionally presented at all times.
- Actively engages in the technology/digital space.

**PROPOSAL SUBMISSION DETAILS**

Please email a costed proposal to [kriel@green-cape.co.za](mailto:kriel@green-cape.co.za) (cc [cilnette@green-cape.co.za](mailto:cilnette@green-cape.co.za)) by 17h00 on Thursday 9 July 2020, including:

1. CV / company profile, indicating previous projects with similar requirements
2. BEE credentials with certificate or affidavit as relevant

**Note: GreenCape reserves the right not to make an appointment on this project.**

Thank you!