The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureaux, alternative dispute resolution agents, payment distribution agents and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the NCR to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position:

Position: Desktop Technician
Paterson Grade: B - Upper
Salary ranges from R 103 300 – R 185 900 maximum

Requirements:

- The successful candidate must hold a National Diploma in Information Technology or Informatics/Information Systems or similar qualification on SAQA level NQF 6 with 1-year experience in ICT Technical Support/ End- User Support.
- The following Certificates A+, N+ and or MCSA/MCSE and ITIL Foundation Certificate will be an added advantage.

Duties:

- Providing technical support, answering support queries either walk-ins or via phone or email.
- Maintaining a high degree of customer service for all support queries and adhere to policies and procedures.
- Taking ownership of user problems and be proactive when dealing with user issues.
- Logging all calls on the call logging system and maintaining full documentation.
- Responding to enquiries from clients and resolve any hardware or software problems.
- Maintaining a log of any software or hardware problems detected.
- Supporting users in the use of computer equipment by providing necessary training and advice.
- Escalating more complex service issues to the relevant IT personnel.
- Troubleshooting & Problem Solving of workstation related problems.
- Maintaining Asset Register of all IT equipment in the department.
- Managing and maintaining workstations 8/10/11
- Implementing workstations (8, 10, 11).
- Implementing and supporting of MS Office products including but not limited to MS Word, MS Excel, MS Outlook, and MS PowerPoint.
- Installing and Supporting of Network & Local Printers.
- Creating and Removing users on Microsoft Active Directory
- Preventative maintenance

Knowledge:

- HP Desktops, laptops support and troubleshooting.
- PC Integration and connectivity (TCP/IP technology).
- Basic knowledge of ICT security standards and requirements.
- Windows server Administration.
- Active Directory, Exchange Server.
- Windows Operating Systems (10, 11).
- Microsoft Office (2013 - O365).
- Knowledge of ICT Helpdesk system (Management and distribution of calls (escalations).
- ICT Documentation management (filing of ICT forms and other related documents).
- Knowledge of backup technologies.
- Basic Cisco knowledge will be advantageous.
- Local area network (LAN) Support.
- Basic applications support.
- Basic SQL knowledge.

Skills:

- Customer focused and fast response time
- Team player and problem solver by nature.
- Process and procedure driven.
- Troubleshooting skills in Microsoft desktop technologies.
- Effective stress and time management skills.
- Efficient communications skills

Closing Date:13 November 2026

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: IF-Recruitment@ncr.org.za

Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.

The NCR is committed to promoting employment equity, diversity and inclusion in the workplace. Preference may be given to candidates from designated groups in accordance with the NCR's Employment Equity Plan. Suitably qualified persons with disabilities are particularly encouraged to apply.

REF: DT/11/2026