

INFORMATION SECURITY SUPPORT ENGINEER

Status: Permanent

Location: Nelspruit/Pretoria Office

Grade: C3

Reporting line: Manager: Enterprise Technology and Security

Role Mandate

Ensure confidentiality, integrity, information availability and communication systems by proactively preventing, detecting, and responding to security incidents. Provide technical support and guidance to users, enable secure and effective use of systems and related equipment. Support implementation and operation of security controls, policies, and procedures across the Company.

Key Accountabilities

- Install all desktop & laptop computers & ensure effective functioning
- Configure & setup e-mail functionality on business cell phones and upgrade computers, where required
- Troubleshoot faulty cable switches and log calls with suppliers
- Configure & troubleshoot faults with telephone system
- Perform hardware troubleshooting & advise on solutions
- Conduct routine checkup, advice to users on systems, products and available services
- Provide effective interface between users and service providers, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis, including documentation of problems and checking on progress
- Assist users and ensure effective use of desktop systems, products, and services, diagnose problems and advise on known solutions, where applicable
- Demonstrate, install, and commission desktop systems and routine upgrades including all equipment, related services, and systems
- Provide information on updates, known errors, changes in availability, new facilities
- Perform site visits, conduct maintenance, diagnoses, and repairs
- Ensure network connection and access to users
- Monitor and advise staff on security breaches and password statuses
- Load all required business software and applications and perform software troubleshooting
- Check and ensure all applications & operating systems are working effectively
- Check installed security software and ensure is update accordingly
- Install and maintain camera infrastructure
- Perform installation of wireless Access Points
- Perform 3G connections, VPN setups and connections
- Provide network troubleshooting and solutions
- Run network cables and conduct fly-leads as required
- Setup and maintain all network peripherals
- Implement, maintain and monitor security measures, controls and configurations to protect the company systems and networks
- Perform routine checks, upgrades. Test security tools and infrastructure
- Investigate and resolve all security breaches, viruses, suspicious traffic and activities record and keep record of reported incidents
- Conduct vulnerability assessments, penetration test, identify security vulnerabilities and recommend mitigation strategies
- Address all security related queries, guide deployment and troubleshoot complex security software or hardware issues on VPN's, firewall, including Cloud Security
- Provide technical guidance to ICT Operations and Application Support teams
- Perform education and training to all end-users

Minimum Requirements

- Grade 12
- National Diploma in Information & Communication Technology (ICT) or related (NQF Level 6)
- A+/ N+ Certificate
- BSc/ B-Tech Degree in Information & Communication Technology (ICT) or related (NQF Level 7) will be added advantage
- Microsoft Certified Desktop Support Technician (MCDST) will be added advantage
- Microsoft Certified Software Engineer (MCSE) will be added advantage
- CompTIA Security will be added advantage
- 3-5 Years' experience as ICT User/Desktop and Network Support of which at least 2 years' experience in Information Security Support function
- Valid driver's license

Leadership

- Driving Change
- Operational Delivery
- Self-Awareness
- Team Building and Collaboration
- Decision Making
- Mentoring and Development

Behavioural

- Conflict Management
- Communication
- Confidentiality
- Attention to Detail
- Work Under Pressure
- Time Management
- Problem Solving
- Customer Service
- Analytical thinking
- Adaptability

Technical

- Network Administration
- Enterprise Desktop Support
- Configuration Management
- Software & Hardware Support
- Networking & Communication
- ICT Infrastructure
- Technical support methodologies
- Firewall and cloud security
- Information Security Tools
- Cybersecurity

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By submitting your CV to SAFCOL, you hereby give permission to circulate your information to the interview panel members for this vacancy only. Your information will not be used for any other position/purpose and will be disregarded after an offer has been made.

Ms Nozipho Tembe, Human Capital Practitioner, nozirecruitment@safcol.co.za Tel no: 013 754 2700

Closing date: 10 February 2026

Should you not have received a response within 30 days of the closing date, please consider your application unsuccessful.