

# CAREER OPPORTUNITY

African Rainbow Minerals (ARM) is a leading South African diversified mining and minerals company with operations in South Africa. ARM mines and beneficiates iron ore, manganese ore, chrome ore, platinum group metals (PGMs), nickel and coal and has a strategic investment in gold through Harmony Gold Mining Company.

## DESKTOP SUPPORT TECHNICIANS X2

### (C-LOWER PATTERSON GRADING)



#### Purpose of the Job:

- Provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all PC hardware and equipment to ensure optimal workstation performance. The incumbent will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.

#### Location:

Sandton, Johannesburg

#### Job Requirements:

- IT diploma or related technical qualification;
- 3 - 5 years IT experience;
- Knowledge of computer networks, cloud based service and on premise systems.
- Cloud certification will be advantageous

#### Job Responsibilities:

- Provide first-line and second-line desktop, mobile, collaboration, and end-user support in line with ITSM processes and agreed SLAs.

- Provision, configure, support, and decommission laptops, desktops, mobile devices, printers, peripherals, and related endpoint equipment according to standard build and security baselines.
- Support user onboarding, offboarding, access requests, device allocation, and application deployment in line with approved processes.
- Assist with endpoint security, MFA, VPN, conditional access, DLP, and audit evidence collection as required.
- Support endpoint management through Microsoft Intune, Autopilot, patching tools, antivirus/EDR, encryption, and device compliance controls.
- Support Microsoft 365 services including Outlook, Teams, OneDrive, SharePoint, Teams Rooms, telephony, and remote working tools.
- Maintain accurate IT asset and CMDB records for all deployed, repaired, transferred, loaned, and disposed equipment.
- Contribute to knowledge articles, user guides, repeat-incident analysis, and continuous improvement initiatives.
- Coordinate with vendors and service providers for warranty repairs, hardware replacements, escalations, and service completion confirmation.
- Provide VIP and meeting room support where required, including conference room technology, Teams meetings, AV equipment, and urgent executive support.

#### Equity Statement:

Preference will be given to suitably qualified applicants from designated groups in line with the employment equity plan and targets of the organisation.

#### POPIA Disclaimer

By sending your details to the email address on this advertisement you agree to:

- The processing of your personal information and sharing it with third parties for verifications.
- The exercising of your rights provided for by POPIA.
- To acknowledge that ARM will keep the record of your personal information confidential.

#### Additional Information:

- To apply for this vacancy, please send your CV to the email address below before the closing date.

Email: [recruitment@arm.co.za](mailto:recruitment@arm.co.za)

No late applications will be considered or accepted.

- Correspondence will be limited to short-listed candidates only.
- If you do not hear from the Company within 21 days after the closing of the advert, please consider your application as unsuccessful.

Closing date: 03 November 2026



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#### Job Responsibilities:

- Endorse and apply upgrades to systems to ensure durability.
- Assess functional needs to regulate system purchase specifications.
- Resolve hardware and network connectivity issues.
- Validate & approve VPN access for all remote users.
- Support business continuity activities by assisting with replacement devices, remote work readiness, and recovery of end-user computing services during disruptions.
- Support in testing and deployment of new applications and systems.

#### Personal Attributes:

- Verbal and written communication skills;
- Attention-to-detail;
- Ability to work under pressure;
- Ability to work independently and as a team member;

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