Desktop Engineer Trainee

Job Summary:

We are seeking a motivated Graduate - Desktop Engineer Trainee to join our IT support team. In this role, you will provide essential technical assistance to our users, troubleshoot issues, and contribute to the overall efficiency of our IT operations. This internship offers a fantastic opportunity to gain practical experience in a professional environment while developing your technical skills and customer service abilities.

Key Responsibilities:

- Provide first-line technical support to end-users via phone, email, and chat.
- Diagnose and troubleshoot hardware and software issues.
- Assist in maintaining and managing IT systems and equipment.
- Document and track support requests using our Desktop software.
- Collaborate with senior engineers on various IT projects.
- Contribute to the development of user guides and documentation.
- Participate in team meetings and training sessions.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related Recent graduate or currently pursuing a degree in Computer Science, Information Technology, or a related field.
- Basic understanding of computer hardware, software, and operating systems (Windows, macOS, Linux).
- Knowledge of networking fundamentals (TCP/IP, DNS, DHCP) is a plus.
- Strong problem-solving skills and a customer-oriented mindset.
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.

Application Process: Interested individuals should send their applications to vacancy@cpbonline.co.za Applications close on **7th November, 2024**.