

VACANCY: IT SUPPORT

Purpose: To provide first and second level support to the IT infrastructure and all users. The primary responsibilities entail the diagnoses, repairs and maintenance of hardware and software components to ensure the smooth running of computer systems. The IT technician/PACS administrator responsibilities include but are not limited to installing and configuring computer hardware and being the primary contact for all IT support within the Practice.

Task and Responsibilities:

- Provide first and second level IT support
- To support users remotely and locally including working standby
- Providing timeous communication and feedback to users on issues logged
- Set up equipment for employee use, performing or ensuring proper installation of operating systems, and appropriate software
- Refer major hardware or software problems or defective products to vendors or vendor technicians for service
- Handle and document user calls, issue resolution, and related processes and procedures
- Technical support for our referring doctors on the PACS system
- Preventative maintenance on all workstations
- To escalate more complex calls to next level support.
- Oversee the daily performance of central RIS and PACS systems
- Daily Reporting on onsite systems with respect to required checks
- PACS Administration functions.
- To work standby when required as scheduled or due to an emergency or upgrades
- Manage onsite networks at assigned venues
- Support IT related systems including but not limited to VOIP, CCTV, Access Control.

Core Competencies:

- Maintain ICT desktop environment
- Customer focused skills
- System checks and logs, and ensure venue runs smoothly
- Knowledge of standard networking protocols
- Ability to communicate both verbally and in writing
- Ability to work with others in a complex technical work environment
- Ability to analyze and troubleshoot technical and computer-related problems
- Understanding customer needs and delivering efficient & excellent service
- Good time management
- Ability to work under pressure

Experience and Qualifications:

- 3-5 yrs. IT support experience
- A+, N+ qualifications would be beneficial
- Microsoft operating systems
- Microsoft Office products
- Customer Service experience
- Working in PACS environment would be beneficial
- Working in Healthcare would be beneficial

Minimum requirements:

- Own transport is essential.
- Rotation across all Lake, Smit & Partners venues.

Internal Interactions

- All Departments, Management and Radiologists.

External Interactions:

- Service providers related to IT

Employment Equity:

In line with our Employment Equity plan, preference will be given to suitably qualified candidates from designated groups.

Closing date: Interested candidates who meet the requirements, kindly forward a comprehensive CV to recruitment@lakesmit.co.za by close of business on 30 April 2026.

Please note that if you Do Not hear from us two weeks after the closing date, kindly consider your application unsuccessful.