
Job Description

ITOC Services Operator

August 2026

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2. Introduction

The successful candidate will form part of the ITOC Services team, supporting the delivery of IT services to Sintrex clients. The role is responsible for maintaining accurate client and service information, supporting CMDB administration, performing daily system health checks, executing approved patch and security updates, preparing service reports and providing operational support to clients and internal stakeholders.

The position requires a technically minded individual who takes ownership of assigned responsibilities, works accurately and follows established processes and procedures. The successful candidate must be able to work effectively in a high-pressure service environment, communicate professionally with clients and colleagues and demonstrate a commitment to continuous learning and improvement.

3. Core Outputs

- Operate and maintain the ITOC service platforms supporting client environments including monitoring and CMDB platforms.
- Maintain accurate client, asset, device, service and configuration information within the relevant ITOC service platforms and CMDB.
- Execute system administration tasks and maintain accurate service and configuration information.
- Perform daily health checks on supported client systems and identify and report any exceptions or issues requiring attention.
- Perform approved hotfix, patch and security patch upgrades on supported client systems in accordance with established procedures.
- Participate in the testing and validation of patches, hotfixes and new system releases prior to production implementation and compare new functionality against existing environments to validate expected outcomes.
- Maintain accurate service documentation and records of changes to supported client environments in line with client and internal requirements.
- Perform regular CMDB and service data quality checks and address discrepancies where required.
- Compile Daily, Weekly, Monthly and ad hoc operational reports as required.
- Generate and distribute monthly client service reports and participate in scheduled service review meetings where required, providing operational updates, discussing trends and addressing client queries.
- Provide timely communication and status updates to clients, Engineers and internal stakeholders through appropriate communication channels including email, telephone, SMS, WhatsApp and Microsoft Teams. Ensure all communication is documented and followed up via email.
- Assist and follow up with assigned Engineers regarding the status and progress of logged requests, ensuring timely progress in accordance with SLA requirements.
- Perform ongoing quality assurance activities and regularly review and adhere to Standard Operating Procedures (SOPs) and established operational processes.
- Identify opportunities to improve service processes, CMDB accuracy, health checks and operational efficiencies and present these to the relevant Manager or Engineer.
- Develop and maintain a broad understanding of networking, infrastructure, cloud, operating systems, cybersecurity and related IT technologies to support effective service delivery.

4. Essential Requirements

- Grade 12 (Matric).
- A+, N+ or an equivalent IT-related qualification.
- Basic understanding of computer hardware, Windows and Linux operating systems and networking.
- Basic understanding of TCP/IP, subnetting and common network devices.
- Basic systems administration skills including user, service and system management.
- Basic understanding of IT service management, incident management and change management processes.
- Experience working with CMDB, IT service management, monitoring or ticketing systems will be advantageous.
- Experience with the installation, configuration and support of networks, servers or workstations will be advantageous.
- Basic to intermediate Microsoft Office skills, particularly Excel and Word.
- Ability to compile, interpret and communicate technical information to both technical and non-technical audiences.

5. Behavioural Competencies

- Passion for technology, continuous learning and professional development.
- Strong verbal and written communication skills.
- Strong customer service and client focus.
- Analytical thinking with good problem-solving skills.
- High attention to detail and commitment to quality.
- Ability to prioritise workload and work effectively under pressure while meeting SLA requirements.
- Self-motivated with the ability to work independently and as part of a team.
- Strong sense of ownership, accountability and responsibility for assigned tasks.
- Professional, adaptable and able to build positive working relationships with clients, colleagues and stakeholders.

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