



# VACANCY BULLETIN

**Tshwane University  
of Technology**

*We empower people*

**LEARNING MANAGEMENT SYSTEM SERVICE DESK OPERATOR  
DEPARTMENT OF EDUCATIONAL TECHNOLOGY INTEGRATION  
DIRECTORATE OF TEACHING AND LEARNING WITH TECHNOLOGY  
GIYANI AND PRETORIA CAMPUS (Virtual Service Desk)  
POST LEVEL 10  
REF. 26/L15**

The Department Educational Technology Integration, Directorate of Teaching and Learning with Technology at the Tshwane University of Technology invites applications for a Learning Management Systems Service Desk Operator position. This is a 12-month fixed-term contract based at the Pretoria Campus, but the incumbent must be able to service students at the Giyani Campus via a virtual service desk and in person.

**INSTRUCTIONS:** Applicants are required to submit, together with the CVs, a fully completed standardized application form available from the university intranet, as well as recently certified copies of qualifications and Identity Document. Failure to comply with this instruction will disqualify the candidate. Candidates may be subjected to appropriate psychometric testing and other selection instruments.

**Key performance areas/Core functions:**

The requirements listed below represent the necessary skills. The position requires a strong ability to:

- Deal accurately with complicated detail.
- Use email to retrieve information from the Internet.
- Communicate competently in English and at least one other national language
- Excel in verbal and written communication.
- Operate basic office equipment (copier, printer, scanner, ring binder, etc.).
- Function within a multiple-team context.
- Computer literacy, especially in MS Office Suite (specifically Excel) and any Learning Management System programmes

The position requires:

- A basic familiarity with the Internet and email.
- Advanced knowledge about word processing, graphics, presentation and spreadsheet applications such as MS Office, e.g. Word, Excel, and PowerPoint.
- Working knowledge of the administrative functions and databases.
- Service Desk support for myTUTor (Learning Management System support) that includes computer and smartphone hardware and software support. Incumbent must be able to upload operating systems, Microsoft programmes, download APPs on smartphone devices, and troubleshoot hardware (computers and smartphones).

Women and people with disabilities are encouraged to apply.





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- Excellent communication skills for liaison with external service providers, staff and students.

## Minimum requirements:

## Academic qualifications:

- NQF level 6 - A relevant 3-year qualification plus
- 3 years' relevant experience

Or\* (**For Employment Equity Purposes**)

- NQF level 5 plus
- 5 years of relevant experience

## Experience:

- Minimum of two years' experience in a service desk environment.
- Relevant experience in MS Office Professional.
- Experience in Learning Management System software.
- Experience with the updating of databases and compiling reports.
- Previous experience in a similar administrative position will be preferred.
- Liaison with external service suppliers, staff and students.

**Send your CV, application form, academic transcripts, and qualifications to:**  
[RecruitmentGiyani@tut.ac.za](mailto:RecruitmentGiyani@tut.ac.za)

**Enquiries (No CV submissions):**  
**Closing Date:**

**Dr AJ Sadie:** [SadieAJ@tut.ac.za](mailto:SadieAJ@tut.ac.za)  
**01 April 2026**

**NB:** If we have not responded within a month of the closing date, you should regard your application as unsuccessful. Correspondence will only be entered into with short-listed candidates. **The University reserves the right not to make an appointment.** It is the intention of the University to promote representativity in respect of race, gender and disability through the filling of this post. A practical skills test will be conducted as part of the interview and selection process.

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