

# NOMFUNDO MBOKANE

Junior IT Support Technician

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## PROFESSIONAL SUMMARY

Motivated and detail-oriented Junior IT Support Technician with an NQF Level 4 qualification in Information Technology. Hands-on experience in troubleshooting hardware and software issues, supporting users, and maintaining computer systems. Strong problem-solving skills with a passion for delivering efficient IT solutions.

## TECHNICAL SKILLS

- IT Helpdesk & Technical Support
- Windows OS Installation & Support
- Hardware & Software Troubleshooting
- Software Installation & Maintenance
- Basic Networking & Connectivity
- System Configuration & Maintenance
- User Support & Training
- IT Security & Data Protection

## PROFESSIONAL EXPERIENCE

**IT Technician Intern** – Gert Sibande TVET College (Nov 2024 – Oct 2025)

- Provided first-line technical support, resolving hardware, software, and network issues efficiently
- Installed, configured, and maintained Windows operating systems and applications
- Assisted with system upgrades, data backups, and migrations
- Supported staff and students with clear, user-friendly technical assistance
- Maintained compliance with IT security policies and data protection standards
- Diagnosed and resolved computer performance issues
- Set up and configured new computers and devices
- Performed basic network troubleshooting (Wi-Fi and connectivity issues)

## EDUCATION

**NQF Level 4: Information Technology & Computer Science** – Gert Sibande TVET College (2023)

**National Senior Certificate (Matric)** – Warburton Combined School (2017)

## REFERENCES

Available upon request