

NTOMBOXOLO ANNE JONAS

ICT TECHNICIAN

ntoshjonas@gmail.com | 083 289 8116 | 📍 George | Code 10/C1 Driver's License

PROFESSIONAL PROFILE

Resourceful and self-driven ICT Technician with two years of experience managing the full ICT environment at South Cape TVET College's Hessequa Campus. Adept at delivering high-quality technical support, maintaining complex network infrastructures, and ensuring seamless system operations. Skilled in Microsoft 365, Windows Server, Active Directory, Intune, and security tools. Recognized for leadership, problem-solving under pressure, and a commitment to continuous learning. Known for strong interpersonal skills and a collaborative spirit that fosters trust and efficiency across teams.

CORE COMPETENCIES

Systems & Infrastructure

- Microsoft 365 (Cloud services), Exchange Online, Microsoft Intune
- Microsoft Windows Server 2012 & 2016
- Active Directory and domain environment management
- FortiGate Firewall 100E, Cisco VPN configuration
- Client OS (Windows 7/8/10/11)
- Network infrastructure and cabling
- VEEAM & Synology Backups
- Mimecast Email Security

Support & Maintenance

- End-to-end technical support for staff and students
- IT Ticketing Systems | Troubleshooting | User Account Management
- CCTV systems support

Tools & Development

- Microsoft Office Suite
- Freshdesk, AnyDesk, TeamViewer
- Angular & Angular Material (Front-End Development)

Soft Skills

- Strong communicator | Proactive and friendly
- Empathetic listener | Works well under pressure
- Independent problem-solver | Technically adaptable

WORK EXPERIENCE

ICT Technician

South Cape TVET College – Hessequa Campus | Aug 2023 – Jul 2025

- ICT Technician responsible for the seamless operation of all ICT systems at the campus.
- Maintained and secured network infrastructure and systems to ensure optimal uptime.
- Provided timely and effective technical support to staff and students across multiple platforms.
- Administered Microsoft 365 and Intune policies; supported Exchange Online and domain services.
- Configured firewalls, and VPNs to maintain secure, functional communication channels.
- Supported and Supervised installation of CCTV systems, backups (VEEAM, Synology), and hardware assets.

- Managed helpdesk tickets, documentation, and preventative maintenance.

Software Development Intern

Bothlale Village (Belgium Campus ITiversity) | Sep 2022 – Nov 2022

- Developed front-end web applications using Angular and Angular Material.
- Collaborated with development teams on UI/UX enhancements and API integrations.

Office Administrator / Receptionist

Hewu Funeral Undertakers | May 2006 – Nov 2013

- Managed administrative operations including client records, claims, and policy sales.
- Provided customer service and support with professionalism and compassion.

EDUCATION

Diploma in Information Technology (Cum Laude)

Belgium Campus ITiversity – Pretoria, 2023

National Certificate (Vocational) NQF LEVEL 4: IT & Computer Science

Ikhala TVET College – Komani, 2017

National Certificate (Vocational) NQF LEVEL 3: IT & Computer Science

Ikhala TVET College – Komani, 2016

National Certificate (Vocational) NQF LEVEL 2: IT & Computer Science

Ikhala TVET College – Komani, 2015

CERTIFICATIONS

- Technical Support Fundamentals
- System Administration & IT Infrastructure Services
- Agile Project Management

REFERENCES

Mr. Gilbert Hartley

South Cape TVET College

Gilbert.Hartley@sccollege.co.za | 028 713 4775 / 083 460 0024

Mr. Thembinkosi Moyikwa

Hewu Funeral Undertakers

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Mr. Simba Zengeni

Belgium Campus ITiversity

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South Cape TVET College

125 Mitchell Street

George

6530

044 884 0359

Date: 31 July 2025

Subject: To Whom It May Concern

It is with great pleasure that I write this letter of recommendation for **Ms. Ntomboxolo Jonas**, who served as the sole ICT Technician at the Hessequa Campus of South Cape TVET College for a period of two years.

Throughout her tenure, Ntomboxolo consistently demonstrated exceptional work ethic, dedication, and professionalism. She is a hard-working individual who always went above and beyond to ensure that staff and students received the highest standard of technical support. Her friendly personality, willingness to assist, and strong people skills made her a respected and well-liked member of the campus community.

Ntomboxolo showed remarkable leadership skills in her role, effectively managing the ICT environment single-handedly at the campus. She ensured the seamless functioning of system and network infrastructure, and her problem-solving abilities were invaluable in keeping operations running smoothly on a daily basis.

Her technical knowledge is extensive and diverse. During her time at South Cape TVET College, she gained hands-on experience with a wide range of technologies, including:

- **Microsoft 365 (Cloud-based services)**
- **Microsoft Intune**
- **Microsoft Office Suite**
- **Microsoft Windows Server 2012 & 2016**
- **Active Directory management**
- **Fortigate Firewall 100E**
- **Network infrastructure and cabling**
- **CCTV camera systems**
- **Cisco VPN configuration**
- **IT Ticketing System**
- **Mimecast Email Security**
- **VEEAM & Synology Backups**

Kindly be advised that South Cape TVET College will not accept responsibility for any actions if this letter is not signed by the authorized personnel.

- **VoIP Telephony Services**
- **Client Operating Systems (Windows 7, 8, 10, 11)**
- **Domain environment support**
- **Exchange Online**

Her ability to adapt quickly to new technologies, coupled with her proactive approach and passion for continuous learning, made her an invaluable asset to the college.

I wholeheartedly recommend Ntomboxolo Jonas for any future position in the ICT field. She is not only technically competent but also possesses the interpersonal qualities and leadership traits that would make her an asset to any organization. I wish her every success in her future endeavours and am confident she will excel wherever she goes.

Should you require any further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "olivier". The signature is written in a cursive style with a long horizontal stroke at the end.

Llewellyn Olivier
Senior Systems Engineer
South Cape TVET College
Llewellyn.olivier@sccollege.co.za
044 884 0359