

Contact

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Top Skills

Server Setup & Maintenance
(Virtual & Physical)

Network Performance
Monitoring &
Troubleshooting

Active Directory & User
Access Management

Antivirus & Email Security
Monitoring

Office 365 & SharePoint
Administration

Printer Consumables & IT
Asset Management

Router, DNS & File Server
Configuration

Exchange Server
Troubleshooting

System-Level WAN & LAN
Management

CRM & SAP Business One
Support

Helpdesk & IT
Administration

Karabo Ntsioa

IT Administrator

City of Johannesburg, Gauteng, South Africa

Summary

I'm a driven and reliable Junior IT Administrator with hands-on experience supporting diverse IT environments and ensuring the smooth running of systems, networks, and end-user services. With a solid foundation in network management and system support, I bring over 3 years of practical experience across corporate, academic, and public sector environments.

Currently at Proudly South African, I provide comprehensive IT support ranging from Active Directory management, antivirus monitoring, and SharePoint access, to server maintenance, network performance optimization, and hardware/software requisitions. My work extends to ensuring IT security, managing IT assets, and providing executive-level support.

My technical toolkit includes 3CX, Everlytic, Office 365, SAP Business

One, DNS, CRM, and Exchange Server troubleshooting. I am also familiar with setting up servers, routers, and backups, with a strong understanding of LAN/WAN environments and user access controls.

Passionate about technology and committed to continuous learning, I

thrive

in fast-paced environments where I can solve problems, support users, and contribute to system efficiency and innovation. I'm always ready to

adapt,

grow, and make a meaningful impact through IT.

Let's connect!

Experience

ProudlySouthAfrican - Junior IT Administrator

3years 4months March 2023 - Present (2 years 4 months) City of Johannesburg, Gauteng, South Africa

o Biometric Access Control.

- o Providing User Access on SharePoint.
- o Monitoring of Antivirus.
- o Providing Virtual and Physical Support.
- o Providing Active directory, new user support
- o Assisting with virtual server maintenance
- o Monitoring network performance.
- o Assisting with the Security of Systems.
- o Assist with control of assets, existing and new
- o Requisitions for new equipment/Software.
- o Printer consumables rotation and stock control.
- o Stock control of all IT Assets.
- o Liaison with IT services providers.
- o Assisting with IT Administration, IT Help Desk, IT Antivirus, IT Email Security and IT Improvements.
- o Assist with warehousing duties.
- o Providing support to the office of the CEO
- o Adhoc duties and responsibilities as assigned.
- o Design and manage network hardware;
- o Configure and maintain network monitoring infrastructure;
- o Setup servers and backups;
- o Data Security;
- o Exchange server Troubleshooting;
- o Domain controller police and security;
- o User group permission and privileges;
- o Knowledge of balance of services running on the server;
- o Analysis of IT environment
- o Router Configurations;
- o Design and manage system-level wide area network and LANS
- o DNS Configurations;
- o File server configurations;
- o SharePoint
- o CRM
- o Office 365
- o SAP Business One

Information Technology Intern

March 2022 - March 2023(1year1 month) City of Johannesburg, Gauteng, South Africa

- o Biometric Access Control.
- o Providing User Access on SharePoint.
- o Monitoring of Antivirus.
- o Providing Telephone IT Support.
- o Providing Virtual and Physical Support.
- o Providing Active directory, new user support
- o Assisting with virtual server maintenance
- o Monitoring network performance.
- o Assisting with the Security of Systems.
- o Liaison with IT services providers.
- o Assisting with IT Administration, IT Help Desk, IT Antivirus, IT Email

Security and IT Improvements.

- o Assist with warehousing duties.
- o Providing support to the office of the CEO
- o Adhoc duties and responsibilities as assigned.
- o Design and manage network hardware;
- o Configure and maintain network monitoring infrastructure;
- o Setup servers and backups;
- o Data Security;
- o Exchange server Troubleshooting;
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- o File server configurations;
- o SharePoint
- o CRM
- o Office 365
- o SAP Business One

IIE Rosebank Pretoria Mega-Campus

IT Support (Assistant)

January 2022 - March 2022 (3 months)

Pretoria, Gauteng, South Africa

Desktop Support

➤ Answers, evaluates, and priorities logged requests for assistance from users requiring assistance with catalogue of services requests

➤ Logs and tracks calls using incident and problem management database provided through the service desk.

➤ Handles incident recognition (catalogue of services), isolation, resolution, and follows up on routine user

Incidents, and referring the undefined tasks (those not on the catalogue of services) to the campus Senior ICT

Support for resolution and further definition.

➤ Software and Hardware Installations.

➤ Install desktop and laptop computers for use on campus with the relevant authorized software.

➤ Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives.

➤ Deploying and configuring computers.

➤ Conducts regular and periodic testing of ICT equipment in venues to ensure operability, including but not limited

To:

* PCs

* Audio visual equipment

* Network points

* Access points

* Phones

* Office automation equipment

* And fixes any issues identified. Information Technology Administrative Functions

➤ Liaises with service providers on information technology equipment and repairs.

➤ Diagnosing and troubleshooting hardware and software issues.

➤ Administers and maintains software, as per the agreed software list.

➤ Trains and orientates staff on use of hardware and software.

Klipdrift primary school

General Assistant

November 2021 - March 2022 (5 months)

Pretoria, Gauteng, South Africa

- o Cleaning of school/institution.
- o Gardening/Maintaining sports fields.
- o Minor maintenance of school buildings.
- o Safety and security of school premises.
- o Support service for school extracurricular activities/events
- o Applying fertilizer.
- o Planting flowers, grass, plants and shrubs.
- o Mowing lawn.
- o Trimming hedges
- o Raking leaves.
- o Irrigating garden.
- o Removing waste and weeds.
- o Applying insecticide.
- o Maintaining all sports fields:
 - o Rugby/soccer/ hockey/athletic fields
 - o Removing waste and weeds.
 - o Applying insecticide.
 - o Applying fertilizer.
 - o Liming of sport fields.
- o Seeing to the general condition of cleaning, gardening and other equipment.
- o Minor repairs to locks, doors, desks, sanitary ware, fencing, sport pavilion etc.
- o Replacing light bulbs and windowpanes.
- o Doing touch-up painting where necessary.
- o Minor repairs to wheelchairs, bicycles and walking aids (ELSEN schools)
- o Locking and unlocking classrooms and toilets.
- o Following safety rules and regulations as per school's safety plan.
- o Storing machinery and equipment.
- o Patrolling grounds.
- o Securing and monitoring access points to the premises.
- o Removing dangerous objects from grounds.
- o Overseeing safety of playground equipment.
- o Reporting theft and dangers on the premises.
- o Controlling that safety equipment is in good working order e.g. fire extinguishers.
- o Providing logistical support at school functions and sporting events:
 - o Sound system/sport fields/braai facilities.
 - o Assisting in the preparation of the venues for extracurricular activities.

Anova Health Institute- Data Capture

2020 - March 2022 (2 years)

City of Johannesburg, Gauteng, South Africa

- o Updated are shared with the Anova supervisor/M&E officer for tracing and updating on Tier.Net
- o Capture blood results/ Capture ID/passport/Asylum number of all clients who tested positive and those on ART
- o Ensure all clients waiting for ART are shared with the Anova supervisor/ M&E officer for tracing and linkage
- o Ensure all missed appointments and (u)LTFU are really missing and not because of inadequate capturing
- o Implementation and maintenance of health information systems (Direct Service Delivery)
- o Capture HIV tests positives from the HTS register onto the Tier.Net HTS module
- o Sub clinic and CCMDD visits updated on Tier.Net
- o Capture all active TB clients onto Tier.Net
- o Ensure all clients started on ART are captured on Tier.Net. confirm this with the HTS
- o Register and Tier.Net clients waiting for ART
- o Ensure all follow up visits are captured daily. All missed appointments and (u)LTFU lists

Data Capturer

December 2020 - September 2021 (10 months) Same responsibilities as 2021-2022

City of Johannesburg, South Africa

IIERosebankCollege - Volunteer

March 2020 - November 2020 (9 months) Pretoria, Gauteng, South Africa

HE Rosebank Pretoria Mega-Campus

-Assisting users with IT related issues.

- Connecting Jabra speakers and Projector to the systems.

-IT equipment set-up for Teaching and Learning.

-Installing and configuring software and hardware.

-Diagnosing and troubleshooting hardware. software issues, deploying and configuring

computers.

-Giving necessary ICT support to lectures and Students

Education

IIE Rosebank College

Information technology in Network management, Information Technology ·
(2018 - 2020)

Ikusasa Technology Solutions

National CERTIFICATE: INFORMATION TECHNOLOGY: SYSTEM
SUPPORT, Information Technology · (May 2023 - May 2024)

Langenhoven high school

National senior certificate (2011)

Company name	Contact person	Position held	Contact
Proudly South African	Thato Rosemary Bheki	IT Manager HR Manager	details 071 226 9991 072
IIE Rosebank College Mega Camps	Sfiso Jabulani Mbele	Supervisor	198 4147 012 320 7270
Anova Health Institute:DOH	Ramashala	Manager Supervisor	063 470 3809 064 134 6348