

WE'RE HIRING

Junior IT Support Technician

Company Profile

Rapid Mobile is a world-leading business-to-business supplier of HF and V/UHF digital radio communication technology. We are a privately-owned, mid-sized company that has been operating in the global defence and governmental markets since our establishment in 2001. Over the years, we became a trusted partner of choice for large international clients, including some of the world's foremost communication system integrators, radio makers and resellers who, in turn, serve navies, militaries and governments, as well as industrial, civil and commercial users around the world.

RapidM produces an extensive range of innovative data modems, embedded modules, tactical terminals, digital voice encryption solutions and software. These independently-developed products excel in some of the harshest environments on earth and deliver unsurpassed data speed, voice clarity and reach, while conforming with salient international industry standards to ensure widespread interoperability.

Our offices and production facilities are headquartered in Pretoria, South Africa. RapidM is home to a growing team of seasoned engineers, computer scientists, production technicians and supporting staff, led by an avid management team. We work in a supportive environment, focused strongly on mentorship and collaboration. Our team's dedication to continuous improvement has led us to be trailblazers in the field, enabling our clients to reach beyond boundaries.

Description of Position

RapidM is looking for a *Junior IT Support Technician* to join our growing team. In this role, you will be responsible for providing day-to-day IT support and assisting with the maintenance and improvement of our IT systems. You will work in an agile, fast-paced environment alongside engineers, production personnel, and other team members, providing technical support and ensuring all employee IT needs are met efficiently and professionally.

Minimum Requirements

- A matric certificate, but additional qualification(s) will be advantageous.
- 1–3 years of experience in an IT support role.
- Sound working knowledge of Microsoft Office applications (Word, Excel, and Outlook).
- Strong communication and interpersonal skills.
- Based in Pretoria with reliable own transport.

Advantageous Requirements

- Currently studying towards CompTIA A+, Network+, Security+ or an equivalent certification.
- Relevant IT qualification.
- Additional IT or technical support certifications.
- Experience with Active Directory, endpoint management, and ticketing systems.
- Working knowledge of Linux, virtual servers, Windows Server, and firewall technologies.

Main Responsibilities

General

- Provide first-line technical support for hardware, software and peripherals.
- Troubleshoot desktop and laptop software and hardware issues.
- Maintain an accurate IT asset register, including allocation and documentation.
- Perform general IT maintenance and improvements, including:
 - Ethernet Cabling
 - Password Resets
 - Minor Troubleshooting
- Manage user onboarding and offboarding processes.
- Procure required software and hardware.
- Document IT processes, procedures, and configurations.

Network Support

- Diagnose and resolve wired connectivity issues.
- Maintain an understanding of network protocols, cabling standards, and configurations.
- Assist with the installation and setup of network-related equipment.

Security

- Assist with the implementation and maintenance of IT security controls.
- Maintain a secure, standardised IT environment in line with company policies.
- Perform software updates, patch deployments, and system maintenance.
- Assist with technical deployments, including antivirus solutions.

Third-Party Liaison

- Procure IT hardware and software in line with company standards.
- Coordinate with vendors and service providers to resolve technical issues, escalating where necessary.
- Track warranties, licenses, and service agreements.

Specialised Knowledge, Skills and Experience Preferred

- Highly organised, structured, and detail-oriented.
- Proactive, with strong problem-solving abilities.
- Professional and courteous in communication with staff at all levels.
- Ability to work both independently and collaboratively within a team.
- Resilient and composed under pressure.
- Strong sense of ownership and accountability.

Why Work at RapidM?

RapidM is shaped by a team of curious minds with different skill sets, working on ground-breaking digital radio communication technology. Developing our people is a key pillar of our culture and we promote a growth mindset at all experience levels. Our employees are empowered to assume further responsibility through a unique mix of opportunities, including on-the-job training, mentorship, skills development and assistance with post-graduate studies.

We offer challenging careers at the forefront of technology and seek to recruit and develop the most suitable and talented people from a diverse candidate pool. In taking this approach, our employment decisions are based on personal merit, individual qualifications, competence, job requirements and business needs, regardless of any protected characteristics. We work in a relaxed but professional environment, characterised by hard work and plenty of dedication, while still leading a well-balanced life.

Our leaders are deeply invested in the success of our people and believe in creating a positive, engaging environment where employees have the support to drive their professional development and reach their full potential. Whatever your passions, we are always seeking innovative and talented people to join our team.

Core Values

Our core values guide how we conduct ourselves and inform every decision we make. In our case, our core values are not nouns. They are verbs or behaviours. The ideal candidate is expected to operate in line with the following core values:

- **Be People-Focused:** We put our colleagues and clients at the heart of our business, fostering trust, respect and shared purpose to build authentic relationships and deliver personalised, outstanding service.
- **Act with Integrity:** We do the right thing, always. We act with honesty, discretion and accountability while honouring our commitments to clients and one another.
- **Deliver Quality:** We take pride in our work and consistently exceed expectations through diligence, strong work ethics and rigorous attention to detail.
- **Reach Together:** We collaborate openly across teams and with our clients, combining diverse strengths and ideas to solve complex problems and build lasting partnerships.
- **Behave Boldly:** We approach challenges with confidence and innovation, taking responsible risks and pushing beyond convention to drive meaningful progress.
- **Stay Curious:** We embrace lifelong learning, ask questions and continuously explore new ways to improve, adapt and lead with purpose.

Apply Now

If this opportunity interests you or you require more information, please contact HR via email or apply through our website. Alternatively, email your CV, matric certificate, full academic record, and a copy of your ID.

✉ careers@rapidm.com
🌐 <https://www.rapidm.com/careers/>

**Note: Recruitment shall be done in accordance with the Employment Equity Regulations. The above description sets out the main responsibilities and should not be regarded as an exhaustive list of the duties that may be required. The company also reserves the right to cancel or amend a vacancy as advertised. Please consider your application unsuccessful if you have not received any feedback within 30 days. | Revision: 01B_20022026*