

Maropeng Prince Thoka

IT Technical Support Specialist

✉ maropengkathoka@gmail.com

☎ 0661295155

📍 92 Essex St, Rietfontein 63-Ir, Germiston, 1401

♂ Male

🇿🇦 South African

🚗 Code B

🌐 [linkedin.com/in/prince-thoka-57795415b](https://www.linkedin.com/in/prince-thoka-57795415b)

Profile

Results-driven IT Technical Support Specialist with over 6 years of experience providing comprehensive technical assistance and support. Expert in diagnosing and resolving complex hardware, software, and network issues to minimize downtime and ensure seamless system operations. Proven ability to enhance user satisfaction through clear communication and exceptional customer service. Skilled in IT infrastructure management and implementing scalable solutions that align with business objectives.

Education

2018 – 2019

Bachelor's Degree In Information Technology

Vaal University of Technology

- Specialized in Advanced Information and Technology Management, Project Management, and Strategic Information Systems.
- Focused on Computer Security and emerging New Technology Programming.
- Studied Software Engineering and Design principles.
- Explored Artificial Intelligence concepts and applications

2014 – 2018

Diploma In Information Technology

- Specialized in Business Analysis, mastering PL/SQL and theoretical frameworks.
- Proficient in Web Management and advanced Development Software practices.
- Comprehensive understanding of System Software and Information Systems

Skills

Technical Support

Troubleshooting hardware/software issues, system diagnostics, remote desktop support.



Networking

DNS, DHCP, VPN, TCP/IP, Wi-Fi, LAN/WAN configuration.



Operating Systems

Windows, macOS, Linux.



Identity & Access Management

Microsoft Active, Azure Active Directory and Group Policy Management.



Storage Systems

Storage Technologies, Storage Management and Cloud Storage.



Security Fundamentals

Hardening, Patch Management, Vulnerability Management and Endpoint Protection.



Hardware

Installation and maintenance of servers, workstations, routers, switches and printers.



Software

MS Office 365 Administrator, ticketing systems, antivirus software, system backup tools.



PROFESSIONAL EXPERIENCE

08/2021 – present
Sasolburg,
South Africa

Fezile Dabi Department of Education

IT Technical Support Specialist

- **Infrastructure and Hardware Implementation:** Oversee the deployment and maintenance of IT infrastructure, including hardware and network systems, to ensure seamless operations.
- **Network and Security Management:** Install, configure, and provide ongoing support for Telkom data-lines, routers, switches, firewalls, and intrusion detection/prevention systems (IDS/IPS).
- **Server and System Support:** Manage the installation, configuration, and maintenance of servers across the district, ensuring optimal performance and availability.
- **End-User Device Support:** Provide technical assistance for desktops, laptops, printers, and peripherals such as cameras, 3M fingerprint scanners, signature pads, and MDF-scan flow printers.
- **System Availability and User Management:** Ensure the reliability of DHA systems, manage user accounts, and support transversal systems like BAS, PERSAL, and LOGIS.
- **IT Asset Management:** Maintain accurate IT asset registers for local offices and oversee the disposal process for redundant or obsolete equipment.
- **Application and System Support:** Facilitate the implementation and ongoing support of district-level applications and systems.
- **Security and Access Control:** Enroll officials on BACM and manage secure access to systems and data.
- **Cybersecurity Measures:** Ensure all desktops and laptops are equipped with up-to-date anti-virus software, perform regular updates, and execute data recovery processes as needed.
- **Incident and Problem Resolution:** Identify, diagnose, and resolve operational and network disruptions, addressing root causes and deploying effective workarounds.
- **Service Quality Improvement:** Enhance IT service delivery by reducing recurring incidents, proactively identifying trends, and implementing preventive measures.
- **Error Management:** Record and resolve errors, analyze resource requirements, and implement temporary and permanent solutions to technical issues.
- **Resource Optimization:** Manage IT resources efficiently to support business operations and minimize downtime.
- **Compliance and Training:** Coach and guide staff on adherence to regulatory requirements and best practices in IT operations.

10/2020 – 07/2021
Modderfontein,
South Africa

Bongani Rainmaker Logistics

Computer Technician

Technical Support & Troubleshooting

- Diagnosed and resolved hardware, software, and network issues (Windows, macOS, Linux).
- Provided remote and on-site technical support to end-users and clients.
- Troubleshot system crashes, slow performance, and connectivity problems (Wi-Fi, LAN, VPN).

Hardware Maintenance & Repair

- Installed, configured, and upgraded PC components (RAM, HDD/SSD, GPUs, motherboards).
- Repaired or replaced faulty hardware (laptops, desktops, printers, peripherals).
- Performed system builds, imaging, and BIOS/UEFI configurations.

Software & OS Management

- Installed, updated, and licensed operating systems and applications (Microsoft Office, antivirus, drivers).
- Managed user accounts, permissions, and data backups.
- Removed malware, viruses, and spyware using tools like Malwarebytes, Windows Defender, etc.

Network & Security Support

- Set up and maintained wired/wireless networks, routers, and switches.
- Assisted in firewall configurations and basic cybersecurity measures.
- Ensured compliance with IT security policies and data protection standards

Customer Service & Documentation

- Delivered clear, user-friendly guidance for technical issues.
- Maintained detailed service logs, inventory records, and troubleshooting documentation.
- Collaborated with IT teams to escalate complex issues when necessary.

02/2020 – 09/2020
Vanderbijlpark,
South Africa

Anova Health Institute

Data Capturer

Data Entry & Management

- Accurately entered, updated, and verified data into databases, spreadsheets (Excel, Google Sheets), and CRM systems.
- Maintained and organized electronic and paper records for easy retrieval and auditing.
- Performed data cleansing to correct errors, remove duplicates, and ensure consistency.

Quality Control & Validation

- Reviewed source documents for missing or inconsistent information and followed up for corrections.
- Conducted regular data quality checks to ensure accuracy, completeness, and compliance with standards.
- Generated reports to identify discrepancies and implemented corrective measures.

Administrative Support

- Assisted in compiling, sorting, and processing confidential data (e.g., customer records, invoices, surveys).
- Prepared and submitted weekly/monthly data reports to supervisors.
- Collaborated with team members to meet deadlines and improve data processes.

Technical & Software Proficiency

- Used data capture tools (e.g., OCR software, ERP systems) to streamline workflows.
- Managed large datasets efficiently with advanced Excel functions (VLOOKUP, pivot tables, macros).
- Adhered to data security protocols to protect sensitive information (GDPR, HIPAA, etc.).

Communication & Compliance

- Liaised with departments to collect, verify, and input required data.
- Followed company policies and legal requirements for data handling and privacy.
- Provided feedback to improve data collection forms and procedures.

11/2019 – 02/2020
Modderfontein,
South Africa

Bongani Rainmaker Logistics

Computer Technician

Technical Support & Troubleshooting

- Diagnosed and resolved hardware, software, and network issues (Windows, macOS, Linux).
- Provided remote and on-site technical support to end-users and clients.
- Troubleshot system crashes, slow performance, and connectivity problems (Wi-Fi, LAN, VPN).

Hardware Maintenance & Repair

- Installed, configured, and upgraded PC components (RAM, HDD/SSD, GPUs, motherboards).
- Repaired or replaced faulty hardware (laptops, desktops, printers, peripherals).
- Performed system builds, imaging, and BIOS/UEFI configurations.

Software & OS Management

- Installed, updated, and licensed operating systems and applications (Microsoft Office, antivirus, drivers).
- Managed user accounts, permissions, and data backups.
- Removed malware, viruses, and spyware using tools like Malwarebytes and Windows Defender.

Network & Security Support

- Set up and maintained wired/wireless networks, routers, and switches.
- Assisted in firewall configurations and basic cybersecurity measures.
- Ensured compliance with IT security policies and data protection standards.

Customer Service & Documentation

- Delivered clear, user-friendly guidance for technical issues.
- Maintained detailed service logs, inventory records, and troubleshooting documentation.
- Collaborated with IT teams to escalate complex issues when necessary.

05/2018 – 09/2019
Johannesburg,
South Africa

Matthew Goniwe School of Leadership and Governance

ICT Technician

- Spearheaded the enhancement and fortification of ICT infrastructure, ensuring robust system performance and reliability across the educational institution.
- Executed seamless hardware and software deployments through meticulous installation, configuration, and rigorous testing protocols.
- Delivered expert technical guidance and hands-on support, optimizing technology integration within classroom settings to enrich learning experiences for students and educators.
- Conducted comprehensive staff training sessions to elevate digital competencies and foster a technologically proficient teaching environment.

06/2017 – 11/2017
Vanderbijlpark,
South Africa

Ambio Testing Laboratory

IT System Developer

- Spearheaded comprehensive system development lifecycle, from defining scope to locking down project parameters.
- Excelled in requirements elicitation and analysis, ensuring stakeholder needs were meticulously captured and addressed.
- Facilitated Joint Application Development (JAD) sessions, promoting collaborative and efficient cross-functional team dynamics.
- Implemented process enhancements, optimizing system functionality and user experience.
- Crafted detailed use cases, providing clear blueprints for system development and ensuring alignment with business objectives.

✦ REFERENCES

Tsekiso TG. Mahlasela, *Senior IT Technical Support Specialist*, Fezile Dabi District of Education
T.Mahlasela@fseducation.gov.za, 0169739199

Maleho MA. Moetsela, *Deputy Director of Finance*, Fezile Dabi District of Education
M.Moetsela@fseducation.gov.za, 0169739120

Carter Mofokeng, *HR Manager*, Anova Health Institute
0834384321

Caroline Nyokong, *HR Manager*, Bongani Rainmaker Logistics
0727317283