

JACQUES ARNAUD PIENAAR



Software Support Specialist

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PROFILE

I am an Experienced Support Specialist with a demonstrated history of working in the higher education industry. Skilled in Educational Technology, Instructional Design, Content Management Systems (CMS), Web Design, and Java. Strong support professional with a Bachelor of Science (BS) focused in Information Technology from North West University.

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with,

i am currently looking for an opportunity to utilize my technical skills in a challenging working environment and become an asset to the organization that I work for.

EDUCATION

NWU – Bachelors degree : Information Technology**2012**

Expertise and applicable skills in the field of Information Technology and provide graduates who possess specific and relevant theoretical expertise and practical skills in the IT field.

Audi codes – Session Border Controller administrator**2020**

Basic level certification required for the installation and maintenance of AudioCodes' CPE, Access Media Gateways and SBCs in different customer scenarios.

SETA Accredited assessor**2016**

The candidate is only qualified. It does not give the newly qualified assessor the right to commence assessing any unit standard based programme or qualification.

WORK EXPERIENCE

NWU : Software support Specialist**2018–Present****Key responsibilities:**

- Perform, organize, and streamline operational tasks to reduce the potential for errors.
- Provide technical assistance to clients and staff.
- Monitor for problems, taking immediate action where possible and escalating when required.
- Interact with clients, resolve problems, and provide information.

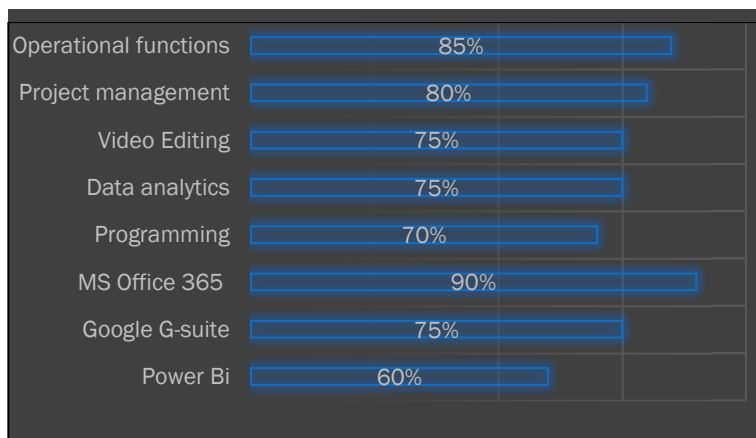
NWU: ICT System coordinator**2012–2018****Key responsibilities:**

- Perform, website development and administration and technology integration
- Advising on new technology and services, and talking part in interdepartmental collaboration.
- Managing live Whiteboard sessions
- Managing UODL ticketing system

NWU: Research Assistant**2011–2012****Key responsibilities:**

- Perform Website administration for UODL.
- MEd & PHd reference checking before submission.
- Compiling content cd's for students.
- Data mining and conversion into workable data.

EXPERTISE



EXPERTISE

- Innovative thinking
- Problem solving
- Adaptability
- Critical Thinking
- Self-motivated
- Ability to work under pressure
- Team player
- Willingness to learn

REFERENCES

Mr. Lappies R Labuschagne

NWU- Manager IT Operations

Work: (018) 2994635

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Dr. Hennie

NWU - Senior Research Analyst

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