JOB DETAILS		
JOB TITLE	:	Helpdesk Intern
REPORTS TO	:	User Support Services Manager
DIVISION	:	Capability Development and Support
LOCATION	:	Gauteng – Rosebank
CONTRACT TYPE	:	Fixed Term Contract – 14 months (January 2027 – February 2028)
START DATE	:	January 2027
SALARY	:	R6825 per month

OVERVIEW & PURPOSE

New Leaders Foundation (NLF) is a mission driven advisory and implementation organisation specialising in education. It focuses on insights and systemic interventions that leverage data, tech enabled solutions and capability building to unlock excellence in education. It is a dynamic organisation that attracts and develops leaders who are committed to the transformation of education. Its clients include government, not for profit organisations, funders, and corporate social investors. The Data Driven Districts (DDD) Programme is currently NLF's flagship programme. The programme has been led by the Michael Susan Dell Foundation in partnership with the Department of Basic Education. The aim of the programme is to improve learner outcomes by improving the way key educational data is collected and used by officials in the education system to support schools and teachers more effectively NLF seeks a driven graduate who is passionate about education to join its Capability Development and Support stream. The candidate should have strong verbal and written communication skills and should at minimum have a relevant undergraduate degree or any other relevant qualification or experience. The core purpose of this role is to provide support to the Capability Development and Support stream and to ensure that users are able to access and use the Data Driven dashboard effectively.

KEY RESPONSIBILITIES

- **Helpdesk Support:** Use Helpdesk to enhance DDD Dashboard user experience, **address and resolve user queries** in real time and improves Dashboard usage
- **DDD User and product knowledge:** Identify and report on **user insights** and trends, and deepen **product knowledge**
- **Develop DDD User Support content for handover:** Prepare and **develop DDD user support content** in the form of tips, videos and scripts
- **Cross functional support:** Provide support to other cross-functional streams to contribute towards the develop the DDD Programme or firm building requirements

MINIMUM EDUCATION AND EXPERIENCE

- Demonstrated interest in customer service
- Basic to intermediate proficiency in Microsoft Excel
- Familiarity with Microsoft Excel, PowerPoint, Word, and Outlook

CORE COMPETENCIES & SKILLS

- Attention to detail
- Good verbal and oral communication skills
- Able to articulate outcomes easily
- Proactive approach in solving problems and issues
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook.
- Proficient at designing PowerPoint Presentations.
- Good organizational, planning and coordination skills
- Ability to multi-task and re-prioritise as needed

  Independent and proactive approach to new tasks
- Proficient in trouble shooting computer systems and applications
- Willingness to learn new technologies and adapt to changing support needs
- Collaborative mindset and willing to support colleagues when necessary

WORKING CONDITIONS

- This role is based in Gauteng.

ADDITIONAL INFORMATION

- Applications close on 30 October 2026
- If you have not heard from us by the 6th of November 2026 please consider your application unsuccessful.
- The Intern position is designated for an Employment Equity (EE) candidate.
- Applicants must be South African with a valid South African Identification Document.
- Applicants must be between the ages of 18 and 28
- If you are interested in this role send your CV to recruitment@newleaders.co.za
- ***Important: Please specify in the subject of your email for which internship you are applying for***