

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Support Engineer

Location: Durban

Provide Desktop hardware and software support to end-users.

Primary Role Accountabilities:

- Develops and maintains a professional working relationship with the clients and client end-users in support.
- Updates all ITSM calls timeously with a complete audit trail of actions and events, follows up on escalated calls to ensure completion and feedback.
- Maintains service and quality levels according to of the company' business standards, processes, and procedures.
- Resolves all calls logged by end users, relating to desktop issues and ensures compliance to SLA.
- Ability to analyze and solve common and complex computer problems through reasoning, troubleshooting and innovative thinking by following a process of elimination.
- Ability to communicate oral or written feedback and technical information to all levels of end-users.

Critical Requirements - Skills, Experience & Qualifications:

- Diploma in Information Technology /A+/N+
- Must be able to work flexible hours as may be required.
- Must be able to work independently.
- Must be able to cope under pressure.
- Must be punctual, disciplined and dedicated to effectively execute job requirements.
- Own reliable transport and driver's license

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verification; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certified qualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

Christine Harper
Tel: 021 529 0700
Fax: 021 529 0710
e-mail: [Christine Harper](mailto:Christine.Harper@datacentrix.co.za)