

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: VIP Support Engineer

Location: Cape Town

To provide onsite VIP support to users in BATSA Waterway House - Cape Town

Primary role accountabilities:

- VIP End User Support and troubleshooting
- Application and device trouble-shooting / support
- Liaise with external resources (3rd Party Management) to facilitate resolution of 3rd party Incidents
- Assist in troubleshooting Incidents and action Service Requests logged (Incident Management / Request Management)
- Ability to do root cause analysis and troubleshooting across systems to resolve incidents
- Excellent communication skills (verbally, telephonically and electronically) i.e Email, Whats App etc.
- Ability to engage and liaise with VIP and concierge personnel
- Follow the local, regional and global escalation matrix
- Enabling senior management with communication about incidents/requests
- Remote support during standby

Critical requirements - skills, experience and qualifications:

- A+ or N+ or studying towards an IT Qualification
- Desktop Support Skills (Intermediate to Senior)
- Proven experience in providing IT support across many accounts.
- Proficient in Windows 10, Windows phone , Apple IOS and MS-Office suite(i.e. Outlook 2016, Skype etc.)
- Mobile device support - iPhone, Android, iPad support etc.
- Proficiency in Barco, projectors, Extron and boardroom support
- Exposure to Cisco Telepresence and Polycom video conferencing
- Proficient in Skype and Zoom video conferencing
- Drafting of documentation (i.e. Quick guides, reference topics) and sharing it with Head Office MWP Support.
- Excellent Communication and Interpersonal skills (Good email and telephone etiquette)
- Must be able to work independently. Self-driver, go-getter attitude.
- Ability to work well in a team context (remotely)
- Must be able to cope under pressure
- Must be punctual, disciplined and dedicated to effectively execute job requirements keeping in mind INTERNAL and CUSTOMER HR and IT policies
- After hours support (where needed)
- Willingness to support multiple application systems
- Passionate about quality of service delivered.*Very important
- Resilient- Knowing how to adjust to unplanned and planned pressure.
- Ability to deal with delegates in a positive manner

Advantageous:

- ITIL exposure beneficial (Service delivery focused)
- Fluent in English/Afrikaans
- Well groomed/dressed. Corporate environment
- Exposure to VIP support
- MCSE/MCP/MCITP would be beneficial
- Apple iPhone/iPad experience
- Cherwell Service Desk

Additional:

- Previously disadvantaged individual
- Matric
- Own transport and driver's licence
- Cleared KROLL (credit and criminal) record checks
- Proximity to Waterfront, CBD

Contact

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