

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: First Line Support Service Desk Agent

### Location: Cape Town

Provide remote end-user support acting as a single point of contact for all supported applications, infrastructure and specific 3rd party related problems.

### Primary Role Accountabilities :

- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Desk Manager.
- Able to correctly analyse and prioritise calls and requests according to business impact and urgencies as well as financial impact.
- Logging of incidents and service requests.
- Confirms Call resolution with end user before resolving the call on ITSM.
- Liaises with 3rd party vendors to resolve escalated incidents, problems and queries.
- 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.
- End to end management and ownership of tickets
- Management of call queues (telephony, email, self-service and referred walk-ins)
- Creating and updating process and procedure documentation
- Ability to communicate oral or written feedback and technical information to all levels of end-users

### Critical Requirements - Skills, Experience & Qualifications:

- Excellent Communication and Interpersonal skills.
- Customer Driven.
- Must have strong attention to detail.
- Must be able to work independently and with a team.
- Must be able to cope under pressure.
- Must be punctual, disciplined and dedicated to effectively execute job requirements keeping in mind INTERNAL and EXTERNAL HR and IT policies in place.
- Proficient in Windows 7 and MS-Office suite.
- A+ or N+ / MCSE or studying towards an IT Qualification would be beneficial.
- ITIL Awareness an advantage.

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