

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: Midrand (Pretoria)

Develop and maintain a professional working relationship with the clients and client end users in support of the Service Delivery Manager

Primary Role Accountabilities :

- Confirm Call resolution with end user before resolving of the call on HEAT
- Liaise with 3rd party vendors to resolve escalated incidents, problems and queries.
- Update all HEAT calls timeously with a complete audit trail of actions and events, follow up on escalated calls to ensure completion and feedback
- Implement Install, Add, Move, Change and Disposal (IMACD) processes
- Maintain service and quality levels according to of the company' business standards, processes and procedures.
- Resolve all calls logged by end users, relating to desktop issues and ensures compliance to SLA metrics
- Creating and updating documentation related to installation procedures and troubleshooting of customer in-house software.
- Strong knowledge and experience with PC hardware including performing installations, upgrades, and maintenance.
- Facilitate management and configuration of multifunctional printers
- Advanced knowledge of imaging workstations using various tools.
- Strong knowledge and experience of MimeCast, One Drive, Java, Microsoft EMS (Enterprise Mobility suite) and knowledge of Bitlocker (MBAM).
- Ability to support multiple workstation configurations based on customer requirements.
- Ability to lead projects for multi workstation rollouts.
- 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:

- Matric or Grade 12 Essential
- Valid Driver's License and own reliable vehicle
- A+ or N+ / MCSE or studying towards an IT Qualification.
- HPE Desktop, Laptop and Printer Certifications

- At least 3+ years' experience delivery Desktop Support Services in a customer environment
- Proficient in Windows 7, Windows 8, Windows 10, Windows server (Active Directory), MS-Office suite and Office 365.
- Excellent Communication and Interpersonal skills.
- 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 have valid driver's license and reliable transport.
- Must be punctual, disciplined and dedicated to effectively execute job requirements keeping in mind INTERNAL and EXTERNAL HR and IT policies in place.
- ITIL proficiency will be an advantage.
- Strong attention to detail.

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. 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.
- Appointment is subject to conclusion of positive outcomes on these checks

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