

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: Service Desk Agent

Location: Cape Town

Act as the single point of contact for the customer for all supported applications, infrastructure and specific 3rd party related problems. Take ownership of all owned incidents from logging to resolution.

Primary role accountabilities:

- Logging of Incidents and Service Requests, ensuring end to end management and ownership of tickets
- Manage call queues (Telephony, Mailbox, Self-Service and referred Walk-Ins).
- Deal with IT Related hardware and application support queries
- Identify and escalate requests requiring urgent attention in order to resolve as quickly as possible
- Take ownership of user problems and follow-up with resolver groups and clients from start through a successful resolution.
- Record details of all incidents, timeously and accurately paying attention to detail
- Ensuring that an ongoing contribution toward positive customer satisfaction is achieved
- Coordination of incidents and requests in order to meet Service Level Agreements
- Liaise with various 3rd parties, internally and externally toward achieving resolution within SLA
- Adherence to call lifecycle processes and procedures
- Maintain adequate knowledge of operating systems and application software used by customers to provide high level support
- Maintains and consistently demonstrates a general knowledge of service desk guidelines, processes and procedures
- Display professional, helpful, responsive behavior and willingness to assist the customers at all times

Critical requirements - skills, experience and qualifications:

- Must have Matric or Grade 12
- Ability to organize and priorities work in an effective manner
- Ability to work under pressure in order to meet strict deadlines
- Performance driven and attention to detail. Must be a people's person and team player
- Must be reliable and accept responsibility for the tasks assigned to them
- Excellent communication and Interpersonal skills
- 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.
- Minimum of 2 years previous IT Service Desk experience

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.
- Appointment is subject to conclusion of positive outcomes on these checks

Contact

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