

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 - eNetworks

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. Assist with internal desktop support queries.

### Primary Role Accountabilities :

- Logging of Incidents and Service Requests, ensuring end to end management and ownership of tickets.
- Identify and escalate requests requiring urgent attention in order to resolve as quickly as possible.
- 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 supported systems to provide high-level support.
- Maintains and consistently demonstrates a general knowledge of service desk guidelines, processes and procedures
- Display professional, helpful, responsive behaviour and willingness to assist the customers at all times.
- Assist with internal desktop support queries such as printer setups, software installs and troubleshooting.
- Liaising with the project management team, 3rd line engineers and network engineers on a regular basis.
- Will be part of an after-hours standby rotation cycle.

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

- Matric
- Basic Linux command line skills
- N+ and a basic understanding of VLAN's
- Network troubleshooting (WAN connectivity)
- ADSL troubleshooting
- Wireless troubleshooting
- Email troubleshooting (Client and server side)
- Understanding of DNS including on types of records and troubleshooting.

- Basic understanding of VoIP
- Mikrotik and Cisco router experience will be advantageous!
- Ideal candidate will have experience working in an ISP environment.
- Ability to organize and prioritize 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.

### **Valid Driver's License and own vehicle**

#### **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 the conclusion of positive outcomes on these checks

Christine Harper  
Tel: +27 21 529 0700  
Fax: +27 21 529 0710  
Email: [Christine Harper](mailto:Christine.Harper@datacentrix.co.za)