

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 (End User Computing)

Location: Cape Town

Provide End User Computing support via 1st line Service Desk and 2nd line assignments.

Primary Role Accountabilities :

- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Delivery Manager.
- Confirms Call resolution with end user before resolving of 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.
- Resolves all calls logged by end users, relating to end user hardware, software and applications incidents and service requests and ensures compliance to SLA.
- Creates and updates 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.
- Ability to support multiple workstation configurations based on customer / departmental need.
- Ability to lead projects for multi workstation rollouts.
- Ability to analyze and solve common and complex computer problems through reasoning, troubleshooting and innovative thinking
- Ability to communicate oral or written feedback and technical information to all levels of end-users.

Critical Requirements - Skills, Experience & Qualifications:

- A+ and N+ / MCSE or tertiary IT Qualification.
- At least 3+ years' experience delivering End User Computing Support Services in a customer environment
- Proficient in Windows 10, O365 and Windows server (Active Directory) and MS-Office suite.
- 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 as travelling is a requirement
- 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 an advantage.
- Strong attention to detail.

Contact

Christine Harper

Tel: +27 21 529 0700

Fax: +27 21 529 0710

Email: [Christine Harper](mailto:Christine.Harper@datacentrix.co.za)