



## VACANCY

**REFERENCE NR** : IT\_SD\_X13\_02  
**JOB TITLE** : Agent: IT Service Desk X13  
**JOB LEVEL** : B5  
**SALARY** : R 114 159 - R 190 264  
**REPORT TO** : Team leader: IT Service Desk  
**DIVISION** : SM: Exec Service Management  
**DEPT** : SDM  
**LOCATION** : SITA Centurion  
**POSITION STATUS** : Permanent – (Internal/External)

### Purpose of the job

To log, classify and categorize IT incidents and requests for IT clients, perform first line support and update calls accordingly, as well as to route call to the next level support if not able to resolve.

### Key Responsibility Areas

Availability; Answer inbound calls; Quality of calls; Logged calls on ARS and/or ITSM; First call resolution rate; First Line Support; Post call Survey; Cut Calls

### Qualifications and Experience

**Minimum:** Matric (Grade 12) A+ or N+.

**Experience:** 6 months IT service and Technician Field Support experience.

### Technical Competencies Description

**Knowledge of:** Telephone system customer management services Operating System /Application (ARS) ITSM policy, process and standard operational business rules and processes skills.

### Other Special Requirements

N/A

### How to apply

Kindly sent your CV to: [lprecruitment@sita.co.za](mailto:lprecruitment@sita.co.za)

### Closing Date: 09 February 2021

VAC02291/21 VAC01629/21 VAC01632/21, VAC00465/21, VAC00457/21, VAC01627/21, VAC01633/21, VAC01630/21, VAC00461/21, VAC00459/21, VAC00462/21, VAC01628/21 and VAC01486/21

### Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.

- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants` documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be accepted
- CV`s sent to incorrect email address will not be considered