



VACANCY

REFERENCE NR : **VAC01065, 1066, 2148 2149**
JOB TITLE : **Agent: IT Service Desk X4**
JOB LEVEL : **B5**
SALARY : **R 114 159 - R 190 264**
REPORT TO : **Team leader: IT Service Desk**
DIVISION : **Network and Service Management**
DEPT : **IT Infrastructure**
LOCATION : **Limpopo Province: Polokwane**
POSITION STATUS : **06 months – Fixed term Contract (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 calls to the next level of support if not able to resolve.

Key Responsibility Areas

Availability; Answer inbound calls; Quality of calls; Logged calls on ARS and/or ITSM9; First call resolution rate; First Line Support; Post call Survey; and Cut Calls

Qualifications and Experience

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

Experience: 6 months IT Service Desk Support 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.

Skills: Customer Relationship Management, Database Administration.

Interpersonal Competencies: Attention to details, continuously learning, Disciplined.

Other Special Requirements

N/A

How to apply

Kindly sent your CV to: lprecruitment@sita.co.za

Closing Date: 14 June 2021

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