



## VACANCY

**REFERENCE NR** : **IT SD\_08\_2018**  
**JOB TITLE** : **Agent: IT Service Desk X1**  
**JOB LEVEL** : **B5**  
**SALARY** : **R 114 159 – R 190 264**  
**REPORT** : **Supervisor: IT Service Desk**  
**DIVISION** : **Customer Relations**  
**Department** : **Service Management Centre**  
**LOCATION** : **Centurion, Pretoria**  
**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 next level support if not able to resolve.

### Key Responsibility Areas

Availability; Answer inbound calls; Quality of calls; Logged calls on ARS and/or ITSM7; First call resolution rate; First Line Support; Post call Survey; Cut Calls.

### Qualifications and Experience

**Minimum:** Matric (Grade 12) A+ or N+. Related/equivalent qualification for this position: Call Centre Qualification/Certificate.

**Experience:** 6 months IT Service Desk and Technical Field Support experience.

### Technical Competencies Description

**Knowledge of:** Telephony system; Customer management services Operating Systems/Applications (ARS)/ITSM7; Policy, process and standards; Operational business rules and processes.

**Skills:** Communication; Computer Literacy; Problem Solving and decision making skills; Interpersonal Skills; Numerical Skills; Self-management; Client orientation and customer service.

### Other Special Requirements

None

### How to apply

Kindly send your CV to [masoko.recruitment@sita.co.za](mailto:masoko.recruitment@sita.co.za)

### Closing Date: 24 August 2018

### Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- 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 considered.