



VACANCY

REFERENCE NR	:	VAC00306/21 & 1283/22
JOB TITLE	:	Agent: IT Service Desk X2
JOB LEVEL	:	B5
SALARY	:	R 210 449 – R 315 673
REPORT	:	Supervisor: IT Service Desk
DIVISION	:	Service Delivery Management
Department	:	Service Desk
LOCATION	:	SITA Centurion
POSITION STATUS	:	12 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 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; and Cut Calls.

Qualifications and Experience

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

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: Customer Relationship management; Database Administrator.

Interpersonal /behavioural competencies: Attention to Details, Continuous Learning, Disciplined

Other Special Requirements

N/A

How to apply

Kindly forward your CV to: Puleng.recruitment@sita.co.za

Closing Date: 08 October 2021

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 applicant`s documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.