



## VACANCY

<b>REFERENCE NR</b>	<b>:</b>	<b>SMC/AITSD/PERM/2017-06</b>
<b>JOB TITLE</b>	<b>:</b>	<b>Agent: IT Service Desk</b>
<b>JOB LEVEL</b>	<b>:</b>	<b>B5</b>
<b>SALARY</b>	<b>:</b>	<b>R 114,158.56 – R190,264.27</b>
<b>REPORT</b>	<b>:</b>	<b>Supervisor: IT Service Desk</b>
<b>DIVISION</b>	<b>:</b>	<b>Customer Relations</b>
<b>Department</b>	<b>:</b>	<b>Service Management Centre</b>
<b>LOCATION</b>	<b>:</b>	<b>Centurion, Pretoria</b>
<b>POSITION STATUS</b>	<b>:</b>	<b>PERMANENT (Internal/External)</b>

### Purpose of the job

To provide first call resolution service to all clients both internally and externally.

### 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; A+ or N+; related qualification and/or equivalent (NQF level and Credits). Call Centre Qualification/Certificate; Client orientation and Customer Service. **Experience:** 6 to 12 Months IT Call Centre 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: 20 June 2017



### 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.