



VACANCY

REFERENCE NR	:	VAC0741/23
JOB TITLE	:	Agent: IT Service Desk
JOB LEVEL	:	B5
SALARY	:	R 210 449 – R 315 673
REPORT TO	:	Team leader: IT Service Desk
DIVISION	:	Service Management
DEPT	:	Prov MP: End-User Computing – (EUC)
LOCATION	:	Middleburg, Mpumalanga
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

1. To apply please log onto the e-Government Portal: www.eservices.gov.za and follow the following process;
2. Register using your ID and personal information;
3. Use received one-time pin to complete the registration;
4. Log in using your username and password;
5. Select Recruitment Jobs;
6. Select Recruitment Citizen to browse and apply for jobs;
7. Once logged in, click the Online Help tab for support if needed.

For queries/support contact eRecruitmentSupport@sita.co.za

CV`s sent to the above email addresses will not be considered

Closing Date: 22 April 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