



## VACANCY

<b>REFERENCE NR</b>	:	<b>VAC01263</b>
<b>JOB TITLE</b>	:	<b>Agent: Service Desk</b>
<b>JOB LEVEL</b>	:	<b>B5</b>
<b>SALARY</b>	:	<b>R 210 449 – R 315 673</b>
<b>REPORT TO</b>	:	<b>Supervisor: Service Desk</b>
<b>DIVISION</b>	:	<b>GP: Network and Service Management</b>
<b>DEPT</b>	:	<b>Prov GP: WAN &amp; EUC SAPS</b>
<b>LOCATION</b>	:	<b>SITA Centurion</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### 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 ITSM; 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)/ITSM; Policy, process and standards; Operational business rules and processes.

### Other Special Requirements

N/A

### How to apply

To apply please log onto the e-Government Portal: [www.eservices.gov.za](http://www.eservices.gov.za) and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact [eRecruitmentSupport@sita.co.za](mailto:eRecruitmentSupport@sita.co.za)

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

**Closing Date: 27 March 2023**

**Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.