



## VACANCY - 2011

|                 |   |   |
|-----------------|---|---|
| REFERENCE NR    | : | VAC00640 (Re-Advertisement)                             |
| JOB TITLE       | : | Agent: IT Service Desk                                  |
| JOB LEVEL       | : | B5  |
| SALARY          | : | R 220 972– R 331 457                                    |
| REPORT TO       | : | Team leader: Service Desk                               |
| DIVISION        | : | SM: Exec Service Management                             |
| DEPT            | : | 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 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 Desk/12 months Admin.

### 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 [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) OR call 080 1414 882

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

**Closing Date: 11 November 2024**

**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.