

## JOB SPEC

ROLE:	SERVICE DESK AGENT
REPORTING TO:	SERVICE DESK SUPERVISOR
LOCATION:	SANDTON
DURATION:	PERMANENT
SALARY:	MARKET-RELATED
START DATE:	ASAP

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### Short Job Description

The role involves providing customer support to end users of IT service provided by the company. It also involves troubleshooting customers' issues, and collaborating with other technical personnel to help solve customers' problems.

### Responsibilities of the role

- Respond to and investigate customer/end user inquiries, concerns and issues via logged phone calls, mail and email in a timely and courteous manner
- Escalating issues as needed and maintain communication with the customer and technical teams through resolution
- Walk the customer through the problem solving process
- Provide excellent customer service
- Follow communication “script” when handling different matters
- Properly diagnose issues and direct unresolved issues to the next level of support personnel
- Organize and maintains file system, files and other records
- Identify and suggest possible improvements on procedures

### Minimum Requirements

- Matric or equivalent with 1+ years of help desk experience
- Working knowledge of computers, printers, laptop etc.
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office programs including Excel, Word and Outlook
- Ability and passion to learn new technology
- Bilingual

### Competencies

- Effective Communication skills
- Customer oriented and cool-tempered
- Ability to work under pressure
- Creative solutions
- Computer skills
- Problem-solving and troubleshooting abilities.
- Time management
- Teamwork and collaboration

Interested candidates can email their response or applications to [info@masetlaoka-it.co.za](mailto:info@masetlaoka-it.co.za).

*Due to the large number of applications we envisage receiving, only short-listed candidates will be contacted. Should you not receive a response within 2 weeks please regard your application as unsuccessful.*