

IT HELPDESK ADMINISTRATOR (GAUTENG)

Date: 16 January 2024

We are looking for an experienced software support candidate to join the IT Department. The ideal candidate needs to have a strong Office 365 background and advanced skills in MS Word.

Key areas of responsibility include:



- End-User Interaction
 - Act as first point of contact for all IT-related topics and support requests
 - Handle user requests via Helpdesk system, telephone and email
 - Provide timely and professional assistance to end-users
 - Ensure the IT Desktop Support function is monitored effectively without compromising on service delivery
- Problem Analysis and Troubleshooting
 - Analyse and troubleshoot software issues reported by end-users
 - Gather information about the problem, ask relevant questions
 - Research and identify solutions to software issues
 - Learn the importance of Werksmans templates and formatting processes
 - Ability to quickly assess and resolve issues during a user's phone call
 - Test and replicate reported issues to verify their existence and determine the best course of action for resolution
 - Collaborate with team members about reported issues
- Communication
 - Communicate clearly, effectively and professionally with both technical and non-technical end-users, translating information into understandable terms
 - Transfer application knowledge effectively and timeously
 - Where possible and applicable keep end-users informed about the status of their reported issues and expected resolution times
- Software Updates and Patching
 - Provide guidance on best practices for software maintenance and updates
- Technical Assistance
 - Guide end users through step-by-step solutions or provide clear instructions to help them resolve software issues

IT HELPDESK ADMINISTRATOR (GAUTENG) CONT...



Key areas of responsibility continued...

- Adaptability
 - Stay up-to-date on product knowledge and industry trends
 - Be adaptable and able to quickly learn about new features and updates
 - Ad hoc duties as requested
 - Be available for rotational weekend and public holiday standby

Competencies:

- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- Work as part of a team and independently when required
- Work well under pressure to meet the operational team objectives
- Great communication and interpersonal skills, communicate in a professional manner with people at all levels
- Able to work in a dynamic environment where one day never looks like another
- Have a hands on approach and not afraid to roll up sleeves and get stuck in
- High attention to detail
- Professional, punctual and organized
- Self motivated
- Ability to multi-task and prioritise tasks efficiently
- Ability to be assertive while at the same time maintaining a high level of respect
- Take responsibility / ownership of the Helpdesk and assigned tasks
- Curiosity / desire to learn new things / upskill self

▪ Team

- Accurately escalate unresolved queries to the next level of support
- Collaborate with the team to escalate complex issues that require further investigation
- Communicate effectively with the Technical and Helpdesk team members
- Good understanding of the business needs and the IT service delivery requirements including turn around time
- Follow company and IT procedures and security policies

Skills and qualifications:

- Advanced MS Word skills
- Good command of written and spoken English
- Very good understanding of Office 365 products
- Strong knowledge of IT
- iManage skills advantageous
- Training/trainer experience advantageous
- Must have at least 3 years experience in an IT Helpdesk capacity (non-negotiable requirement)
- Must have contactable references

Should you wish to discuss your interest in this position please contact:

Jeanarie Norquoy: jnorquoy@werksmans.com / 011-535 8380

Should you not receive feedback within 2 weeks please consider your application unsuccessful