



Career Opportunity

JOB DESCRIPTION

Job Title	Helpdesk and Application support X2
Reference	EC105
Division	Technical
Function	Technical
Report To	Service Delivery Manager: Bethusile Shiba
Company	Afrocentric IP (Pty) Ltd
Location	Eastern Cape

JOB PURPOSE

It offers support and technical assistance to customers who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers.

KEY DIMENSIONS (SCOPE) APPLICABLE TO THE JOB

1. Analysis of call logs in order to discover any underlying issues or trends.
2. Diagnosing and solving hardware or software faults.
3. Testing and evaluating new technology.



FUNCTIONAL COMPETENCIES

1. Good interpersonal skills including willingness to assist communication and follow up.
2. Computer literate
3. Time management and organisational skills, willing to work flexible hours
4. Initiative and problem solving.
5. Ability to cope in a pressured environment.
6. Critical thinking
7. Pay attention to detail
8. Great Reporting writing skills
9. Be outspoken
10. Excellent reading skills
11. Analytical thinking

GENERAL RESPONSIBILITIES

1. Thorough knowledge of the Windows environment with a solid experience in the MS Office suite
2. Help users troubleshoot issues they encounter
3. Ensure day-to-day functionality, connectivity and stability of all ICT systems and services
4. Install and configure computing systems, application and other peripherals
5. Set up and manage users accounts and profiles
6. Respond within agreed time limits to call-outs



QUALIFICATIONS, EXPERIENCE, SKILL & KNOWLEDGE

1. Qualifications:

- University degree/College diploma in the field of computer science and/or information technology

2. Experience:

- 2.1 Minimum of 1 years' experience
- 2.2 IT background will be an added advantage

3. Skill & Knowledge

- 3.1 MS Office(MS Word, Excel, PowerPoint, Access, Project)
- 3.2 Communication
- 3.3 Presentation skills
- 3.4 Problem- Solving
- 3.5 Lead Generation
- 3.6 Sales Target
- 3.7 Soft skills

PLEASE EMAIL CVS TO: hr@afrocentricip.com

General Terms and Conditions:

1. Whereas the above will be expected from you, Afrocentric IP Services will provide you with the necessary tools and guidance for you to achieve your objectives where required. Your responsibilities are governed by Afrocentric IP business' requirement for efficiency, effectiveness and excellence in the provision of IT Consulting- Business Continuity and Information Security.
2. Your job description/profile may due to the operational requirements and or customer requirements be altered from time to time and this will be communicated to you in time where it realistic and practical. And should a need arise for you to provide assistance outside your job description/profile you will be expected to perform such duties subject to consultation.
3. Your role will be governed by the principles of continuous allocation of sites and clients to work in as identified or based on the requirement to provide a service in Gauteng and outside Gauteng Province.