POSITION DESCRIPTION

Job Title: IS Technical Support Services

Department: Information Technology

Location: Seeka 360

Reports to: IS Operations Manager

ROLE OBJECTIVE

To ensure proper management of the IT helpdesk ticketing system with the overall objective being that end users can accomplish technology-based business tasks. This includes receiving, prioritising, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

KEY RESPONSIBILITY:

DUTIES

- Be responsible for all jobs within the helpdesk system.
- Provide first level contact for software and hardware errors and the escalation of these as required.
- Ensure that service desk software, knowledge base and other tools used internally are being fully utilised.
- Field incoming help requests from end users (and technicians) via both telephone and e-mail in a courteous manner, building rapport and eliciting problem details from help desk customers.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Prioritize and schedule problems and escalate problems (when required) to the appropriately experienced technician.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes (and testing these) at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Perform post-resolution follow-ups to help requests.
- Perform the roll out and the conformity of standard build computers and other infrastructure.
- Hold weekly meetings with the Seeka IT staff to assist and get updates on jobs.
- Identify common end user issues through analysis and create and perform internal training sessions for Seeka staff.
- Develop help articles in the knowledge database and frequently asked questions lists for end users.
- Performing preventative maintenance on IT infrastructure.
- Perform complete system builds/rebuilds as required.
- Be part of the seasonal on call roster.
- Any other duties as reasonably required.

MEASURABLES

- Helpdesk is operational at all times required and the support lines are uninterrupted.
- All jobs categorised and assigned.
- Seeka Helpdesk Service Level Agreements are met.
- Reporting based on helpdesk jobs for management and in-depth analysis.
- Documentation of IT application and procedures in the production facilities.
- Use of standards and applications.
- Appropriate support is provided to the wider IT team.

TECHNICAL KNOWLEDGE & EXPERIENCE REQUIRED

- Microsoft Suite: Basic/Intermediate.
- Data Analysis: Experience extracting useful information and translating it into actionable objectives.
- Software/Technology: Previous experience using software and other computer-based technology either in Seeka specific programmes or using a similar software platform.
- Role specific knowledge: 2+ years in a similar role with specific experience in systems design and development process, including requirements analysis, installation, evaluation and operational management, management, and operation of IT systems.

PERSONAL ATTRIBUTES

- Strong verbal and interpersonal skills: Able to communicate clearly and effectively and at the appropriate level with various types of people (i.e. with senior managers, colleagues, and the public).
- Organised/time management/prioritisation: Able to take an organised approach to all tasks to prioritise them according to the demands of the business.
- Problem solving skills: Identifies the root causes and breaks the problem down into the key issues. Grasps new concepts and can see the problem in relation to the bigger picture. Generates multiple explanations and solutions.
- Team player: Able to work effectively with others to achieve an optimal outcome. Able to interpret the feelings, unspoken concerns, desires, strengths, and weaknesses of others.

SIGNED IN AGREEMENT

By signing this document, I have read and agree to the requirements of the role as outlined in the position description above.

_____ Date:

Signed in agreement by the employee

_____ Date:

Signed on behalf of Seeka Limited