Serious about performance, passionate about value

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Support Engineer ATM

Location: Cape Town

Provide End User Computing support. Required to complement the growing ATM support requirement
Call Handling / ITIL processes, Call SLA, Customer Updates / call updates & Customer Satisfaction
Technical Knowledge: EUC, and basic

Primary Role Accountabilities:

- Provides 2nd line support primarily within the end user computing layer, but may extend to initial diagnosis in other components of infrastructure prior to reassignment to other resolver groups.
- Provide a high level of End User support within a VIP environment, ensuring careful and optimal call management and efficiencies.
- Able to correctly analyse and prioritise calls and requests according to business impact and urgencies as well as financial impact.
- Manage call escalations to 2nd level and specialist support within Datacentrix as well as customer vendors.
- Must be a team player with the ability to work in and with a virtual team.
- Liaise between users, IT Outsource providers and internal IT processes
- Assist with incident management and problem resolution, ensuring minimal impact, and initiate escalation procedure as appropriate
- Identify and escalate persistent incidents
- Must be available to provide after-hours Standby support
- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Delivery Manager.
- Confirms Call resolution with end user before resolving of the call on HEAT.
- Maintains service and quality levels according to of the company' business standards, processes and procedures.
- Creates and updates documentation related to all Standard Operating Procedures.
- Ability to communicate oral or written feedback and technical information to all levels of end-users

Critical Requirements - Skills, Experience & Qualifications:

- Matric or Grade 12 Essential
- A+ or N+ / MCSE or tertiary IT Qualification.
- At least 3+ years' experience delivering End User Computing Support Services in a customer environment Win10/Office 365, mobility apps, 1st line of support for basic network connectivity and printer support requirements, backup tape management, 3rd party provider facilitation onsite, hands and feet for server room support

- AD and GPO Experience (Creating Users and Managing AD)
- Proficient at PC builds and endpoint installations
- Proactively manages the user experience
- Able to announciate clearly when communicating with VIP users, especially foreign language users, and listens to understand
- Excellent Communication and Interpersonal skills.
- Must be able to work flexible hours as may be required.
- Must be able to work independently.
- Must be able to cope under pressure.
- Must have valid driver's license and reliable transport as travelling is a requirement
- Must be punctual, disciplined and dedicated to effectively execute job requirements keeping in mind INTERNAL and EXTERNAL HR and IT policies in place.
- ITIL proficiency an advantage.
- Strong attention to detail. Proven experience supporting Printer Support – MFP Fleet and consumables

Additional:
- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verifiation; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certifiedqualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

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