



## VACANCY ADVERTISEMENT

### Vacancy Information Download

Reference Number:	SITA/20230811/1074
BPS Vacancy Number:	VAC00929, VAC00930 & VAC00933
Job Title:	Agent: IT Service Desk
Job Level:	B5
Vacancy Type:	Internal & External
Salary Range:	R220972.00 - R331457.00
Organisation Name:	State Information Technology Agency
Division:	Service Delivery Management
Department:	Service Desk
Employment Type:	Contract
Contract Duration:	12-Months Fixed Term Contract
Location:	Centurion
Number Of Openings:	3

#### Purpose of Job:

To log, classify and categorize IT incidents and requests for IT clients, perform first line support and update calls accordingly, as well as to route call to the next level support if not able to resolve

#### Responsibilities:

Availability Answer inbound calls Quality of calls Logged calls on ARS and or ITSM First call resolution rate First Line Support Post call Survey Cut Calls

#### Qualifications and Experience:

Minimum: Matric (Grade 12) A+ or N+.

Experience: 6 months IT Service Desk/12 months Admin.

#### Knowledge:

Telephone system customer management services Operating System Application ARS ITSM policy, process and standard operational business rules and processes skills

#### Technical Competencies

##### Database Administration

The installation, configuration, upgrade, administration, monitoring and maintenance of databases. Providing support for operational databases in production use and for internal or interim purposes such as iterative developments and testing. Improving the performance of databases and the tools and processes for database administration (including automation).

##### Customer Relationship Management

The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result. CRM & Client Contract Management

#### Interpersonal and Behavioural Competencies

#### Attention to Detail

The ability to ensure information is complete and accurate.

#### Continuous Learning

The ability to constantly expand one's skill set.

#### Disciplined

Showing a controlled form of behaviour or way of working, diligently.

#### Additional Requirements

N/A

#### How to apply

To apply please log onto the e-Government Portal: <http://www.eservices.gov.za/> and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access <http://www.eservices.gov.za/>, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen";
3. Log in using your username and password;
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

For support, please send an email to: [egovsupport@sitaco.co.za](mailto:egovsupport@sitaco.co.za) or Call: 0801414882

Closing Date : 23 Aug 2023

#### Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan Correspondence will be limited to short listed candidates only Preference will be given to members of designated groups

- 1 If you do not hear from us within two months of the closing date, please regard your application as unsuccessful
- 2 Applications received after the closing date will not be considered Please clearly indicate the reference number of the position you are applying for
- 3 It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority SAQA
- 4 Only candidates who meet the requirements should apply
- 5 SITA reserves a right not to make an appointment
- 6 Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicant's documents Qualifications, and reference checking
- 7 Correspondence will be entered to with shortlisted candidates only
- 8 CV's from Recruitment Agencies will not be considered
- 9 CV's sent to incorrect email address will not be considered

\*\*\*\*\*NB: EMAILED CV'S WILL NOT BE ACCEPTED\*\*\*\*\*