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**DATE ADVERTISED: 12 FEBRUARY 2020**



## **VACANCY**

### **HELPDESK ADMINISTRATOR**

**GRADE 10: R 227 808 - R 278 431 TOTAL COST TO COMPANY**

The Helpdesk Administrator will report to the Senior Manager: IT. Provide first line support to staff on all company supported applications. Troubleshoot computer problems and determine source and advice on appropriate action. Log all helpdesk calls and escalate accordingly.

### **KEY DUTIES AND RESPONSIBILITIES**

**Key Performance Areas will encompass:**

#### **Investments / Special Projects / Development Projects**

- ❖ Identify and solve all problems as quickly as possible, while reducing reliance on higher level;
- ❖ Provides front-line support to inbound requests;
- ❖ Conducts initial troubleshooting on a wide range of technology issues;
- ❖ Reduce actual incident volumes by taking action before they occur;
- ❖ Improve the quality and perceived quality of service;
- ❖ Escalates unresolved requests to higher tiers;
- ❖ Capture complete and accurate information for improving in-house applications instead of letting problems persist;
- ❖ Achieve end-to-end problem resolution automation and add value to help-desk.

### **REQUIREMENTS**

- ❖ Matric, A+, Microsoft-certified desktop support technician and Network+ certifications;
- ❖ Three to five years of experience in a corporate IT environment;
- ❖ Must possess the following:
  - pleasant personality;
  - neat and presentable;
  - customer service orientation;
  - possess both verbal and communication abilities;
  - ability to interact effectively with corporation personnel.
  - Code 08 driver's license.

This is a permanent contract of employment and the successful candidate will be subjected to signing of a performance contract and verification of qualification. If you have not been contacted within (8) eight weeks after the closing date of the advertisement, please regard your application as unsuccessful.

**In making these appointments, ECDC reserves the right to apply the principles enshrined in the Employment Equity Act, its policies and plans.**

Please send your detailed CV to  
Talent Consultant  
Tel: 043 7045783  
Fax: 0866829817  
Email: [humanresources@ecdc.co.za](mailto:humanresources@ecdc.co.za)  
**Closing date: 19 February 2020**

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