

Position Title:	SCS Junior Terminal Automation Solution Support Consultant
Position reports to:	Manager Microsoft Developer
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg and Cape Town Campus

PURPOSE OF THE POSITION

A 24\7 shift rotation service desk. Offering application and IT support to Adapt IT customers within the Energy division.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Work on a service desk providing support to global and local companies covering multiple time zones.
- Field incoming incident request on a 24/7 shift rotation basis
- Resolve 1st Level IT request within agreed SLA timelines
- Escalation on higher level incidents to higher level consultants
- Accurate capture of incidents on ticketing system
- Support the installation and configuration of Software Applications
- Support Customer Acceptance Testing - incorporating software, field measurement devices, communications architecture
- Travel - Local, African and International may be required

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Deliver support service to quality standards and contractual obligations across multiple clients (e.g. client SLAs, project milestones)

Personality Attributes

- Confident and enthusiastic. Comfortable at engaging at all stakeholder levels.
- Strong interpersonal skills
- Proactive Team Player
- Customer focussed
- Ability to work under pressure
- Ability to develop relationships and deal with conflict
- Maintain effectiveness in the face of setbacks or pressure
- Plans, prioritizes, and organizes work effectively to produce measurable results
- Builds and sustains cooperative working relationships

Education & Qualification

- IT Diploma/Degree
- ITIL certification advantageous
- Knowledge of SQL advantageous



- Microsoft MSCE/MCP/MSDE advantageous

Relevant Experience

- 3-5 years relevant experience in customer support
- Logical and analytical approach to solving problems and resolving issues
- Computer software skills (MS Server OS, SQL, IIS, Office etc.)
- Some software development and report writing skills will be an advantage.
- Documentation and report writing. Crystal reports writing an added advantage

Contact Person: [Quraisha Moola](#)

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