JOB TITLE – Service Desk Agent

Position reports to : Service Desk Supervisor
Direct Reports : N/A
Office Location : Adapt IT Durban Campus

PURPOSE OF THE POSITION

To provide 1st level support to the company's customers, ensuring customer calls are answered promptly and log tickets as per customer's request/inquiries and are attended to them accordingly until a resolution is achieved.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Provide excellent service to the users of the Adapt IT Engagement platforms including clients, advisers, and internal employees.
- Resolving first-line technical software support queries of users of the Adapt Engagement platforms, according to expected standards of service delivery and within agreed SLAs:
- Displaying excellent verbal and written communication skills.
- Accurately logging details of the queries as per the defined Incident and Problem management process to enable record keeping and trend analysis of interactions.
- Escalating complex queries to second-line support when necessary, with the required details to enable further problem analysis.
- Contributing to a self-managed team environment with a can-do attitude to ensure team goals and service targets are achieved.
- Striving for first time query resolution within required SLAs and targets.
- Working with 2nd level support analysts on escalated queries.
- Identifying opportunities to increase operational efficiency in the Support process.
- Successfully completing ongoing training required to maintain service excellence.
- Displaying teamwork and collaborating with team members to maintain operational excellence.
- Pro-actively providing feedback to Team management where required.

DESIRED SKILLS, EXPERIENCE AND QUALITIES:

- Ability to work under pressure
- Attention to Detail
- High Customer Focus
- Complex Incident/Problem-Solving skills
- Results-driven and action-oriented
- Excellent Communication Skills (verbal and written).

Education & Qualification

- BSc (Computer Science or Information Systems) /Bcom (Information Systems)/Diploma in Information Technology
- Minimum 5 years' working in a service desk environment

- ITIL Foundation Certified

Relevant Skills, Knowledge & Experience

- Business acumen
- ITIL Principles
- Quality Assurance and Management
- Service Excellence Orientation
- Telephone etiquette
- Knowledge of Oracle SQL would be advantageous.
- Understand Version Control Systems and ITIL Change Management.
- Ability to resolve application incidents, service requests and problems quickly and cost-effectively.
- Experience in Service Management tools. (IVANTI Heat will be advantageous)
- Experience in IVR systems.

Driving Value
Actively seeking and implementing opportunities to maximize value in any aspect of the business.

- Setting a culture of continuously striving for better performance
- Challenging the current state in order to seek real improvements

Leading People
Motivating and developing people to deliver superior results in a responsible manner

- Building and maintaining effective culture
- Creating a climate in which individuals and teams develop their potential and contribute their best
- Managing accountabilities and providing timely and constructive feedback
- Coaching and providing development opportunities that enable high performance

Leading Self
Taking responsibility and accountability for own behaviour, performance and development

- Taking ownership for own performance and decisions and their impact on the business
- Demonstrating tenacity and resilience even when faced with obstacles
- Seeking opportunities for personal feedback, learning and development
- Acting decisively when tough or quick action is required

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