

JOB TITLE – SERVICE EXCELLENCE SYSTEM OWNER

Position reports to : Service Excellence (SE) Manager
Direct Reports : SE Senior Developer, SE Support Analyst
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of this role is to ensure that the current system in use i.e., ProcessWare and its integration to other 3rd Party systems, supports, manages and controls all sales, production, support, and other critical processes within the education division from the inception of such processes through to completion, issuing timeous reminders and ensuring that exceptions are escalated in line with SLA's and our ISO certification. As such, this role requires that the incumbent is the point of contact between the company and the product supplier in the resolution of all product related issues.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) System Support

- Ensure that the system meets business requirements.
- Manage all projects relating to advancement of the product or integration with 3rd party products.
- Migrate all current and new processes to the ProcessWare system.
- Set up Change Management processes and controls.
- Manage business and user requirements together with the required change requests.
- Take corrective action where programming incidents are reported, or the system does not handle processes correctly.
- Manage and ensure that all test packs and functional specifications are kept up to date
- Manage the production of user manuals and guidelines.
- Production of online dashboards and reports for management purposes.
- Manage software development and support staff assigned to the team.
- Responsible for driving HCM requirements such as performance management and appraisals, leave management and staff development.
- Manage Training and Support services.
- Produce information for quality assurance purposes, this includes:
 - Analyse trends in Adapt IT Support Environment across all streams and propose changes
 - Oversee the execution of such changes by the business
 - Report at Staff Feedback Session on the Statistics Analysis, emerging trends and implications for the business
 - Ensure integration between Support Desk for ITS, ICAS and Moodle LMS in terms of optimal use of available platforms, as well making recommendations regarding other appropriate tools and solutions
 - Participate in internal planning sessions regarding opportunities for effectiveness in customer service and retention
 - Work in close alignment with Marketing, Demand Generation, Business Development, Moodle LMS and DevOps teams regarding client feedback and opportunities for improvement



- Prepare monthly CBI Report that will be incorporated into the MANCO Service Excellence Report

Key Competencies

Relationship Management

- Ability to establish and maintain positive working relationships with key stakeholders and role players to allow for a culture of continuous improvement.

Problem Solving and Analysis

- Ability to understand issues and make systematic and rational judgments based on the relevant information.
- Ability to take decisions to mitigate medium/long term risks

Communication Skills

- Excellent interpersonal skills and communication skills at all levels
- Excellent negotiation and presentation skills
- Ability to create, compose, edit and review written materials

DESIRED SKILLS, EXPERIENCE AND QUALITIES:

Education, Qualification and Skills

- Relevant Degree
- Experience in the ProcessWare System will be highly advantageous
- Proficient in MS Excel, MS Word, PowerPoint and MS Projects
- A qualification in project management would be advantageous
- Knowledge of Visio will be an advantage

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 learning and development



Adapt IT Education
SERVICE EXCELLENCE SYSTEM OWNER – JOB PROFILE



Contact Person: [Quraisha Moola](#)

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