

<b>Position Title:</b>	Technical Administrator
<b>Position reports to:</b>	Line Manager
<b>Direct Reports:</b>	N/A
<b>Office Location:</b>	Adapt IT Durban Campus/Johannesburg Campus

## PURPOSE OF THE POSITION

The main purpose of this role is to provide administrative support to the Technical Service departments. The objective is to ensure customer administration processes are performed effectively.

## PRIMARY RESPONSIBILITIES FOR THE ROLE

- Capture new project, licence and hardware opportunities on CRM, progressing them to completion.
- Compile customer quotes and follow up to sign off.
- Produce monthly opportunity reports for Management.
- Administer customer retainer Service Level Agreements, ensuring they are current and signed. Manage annual renewal process.
- Maintain the Retainer Schedule, ensuring accuracy of monthly billing, annual escalations applied, and assist Technical Services Senior Manager with producing retainer budgets and forecast for Finance.
- Compile and distribute service delivery reports on a weekly and monthly.
- Compile monthly technical support rosters and distribute to customers.
- Capture purchase and sales orders on Sage, ensuring that monthly financial deadlines are met.
- Perform ad-hoc customer administration duties i.e. timesheet capture, meeting scheduling, etc. when required.
- Assist with operational management of the team (follow up on outstanding tasks, provide reports on SLAs)
- Process internal IT procurement requisitions
- Maintain Service Provider schedule, ensure contracts are current and signed
- Manage service provider monthly billing process
- Manage annual software / hardware licence renewals
- Perform monthly reconciliation of IT expenses
- Make travel arrangements when required
- Assist members with leave queries
- Process team expense claims
- advantage

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Relevant qualification in IT
- Matric

### Relevant Experience

- Minimum 2 years in a business administration role
- Experience in IT-related administration an advantage

Contact Person: [Quraisha Moola](#)

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