

**APPLICATION SUPPORT TECHNICIAN
SILO
CAPE TOWN**

CORE PURPOSE OF THE JOB:

Responsible for helpdesk and first line support for the MIS application and database.

KEY PERFORMANCE AREAS:

- Provide support to customers and resolve problems timeously
- Application testing of new features and fixes
- Perform remote troubleshooting through diagnostic techniques
- Escalate unresolved issues to the next level of support when required
- Keep accurate records of problems with resolutions
- Follow-up and update customers on outstanding issues

QUALIFICATIONS / EXPERIENCE:

- Relevant tertiary qualification with at least 1-2 years experience as a helpdesk technician or other customer support role
- Working knowledge of databases and remote control and MS SQL/MySQL
- A+, N+, MCDBA certification will be essential

BEHAVIOURS & ATTRIBUTES:

- Customer focused
- Service driven
- Strong communication and organisation skills
- Attention to detail
- Ability to work under pressure

The advert has minimum requirements listed.

Management reserves the right to use additional / relevant information as criteria careers@hirtandcartergroup.co.za

Closing date for applications is Tuesday 14th September 2021.