

**SYSTEMS SUPPORT ADMINISTRATOR  
HIRT & CARTER  
DURBAN**

**CORE PURPOSE OF THE JOB:**

The role of the Systems Support Administrator is to provide technical and functional support to Business Central end-users group.

**KEY PERFORMANCE AREAS:**

- Provides ERP support to all Business Central users on prem and remotely.
- Monitor and maintain Business Central Job Queues and system dimensions for accuracy and relevance
- Monitors the ERP support queues and ensures tickets are moved through the support process in a timely manner and escalated when appropriate to bring to quicker resolution.
- Actively identifies and investigates system issues, provides resolution and follow-up to end users
- Proactively works to improve existing support procedures, processes, and tools
- Conducts remote, classroom, and one-on-one ERP end-user trainings as needed
- Develop open and effective communication with all users

**QUALIFICATIONS / EXPERIENCE:**

- Bachelor's degree in computer science, Information Technology or Financial
- Minimum 1 year of professional experience in either help-desk support, information technology, project management and operations, financial analysis and accounting, international development and/or other related fields
- Proven ability to learn, understand, and apply new systems and software
- Skilled in understanding customer needs and providing quality customer service

**BEHAVIOURS & ATTRIBUTES:**

- Must have passion, drive and motivation
- Exceptional communication skills
- Strong critical thinking, analytical, and problem-solving skills

The advert has minimum requirements listed.  
Management reserves the right to use additional / relevant information as criteria [careers@hcg.one](mailto:careers@hcg.one)  
**Closing date for applications is Monday, 5<sup>th</sup> February 2024.**