

**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:**

- Conducts remote, classroom, and one-on-one ERP end-user trainings as needed
- Compile training manuals, SOP documents and video tutorials for end-users
- Maintain training records (e.g. trainee lists, schedules, attendance sheets)
- Provides ERP support to all Business Central users in the business
- Monitors ERP support queues and ensures tickets are moved through the support process in a timely manner and escalated where necessary
- Actively identifies and investigates system issues, provides resolution and follow-up to end users
- Proactively works to improve existing support procedures, processes, and tools
- Undertakes assignments, projects or special initiatives when required

**QUALIFICATIONS / EXPERIENCE:**

- Bachelor's degree in related field will be preferable, Matric is a minimum requirement with at least 1 year experience in a related field
- Demonstrated ability in facilitation of training and putting together meaningful training material
- Excellent MS Suite skills
- Proven ability to learn, understand, and apply new systems and software

**BEHAVIOURS & ATTRIBUTES:**

- Must have passion, drive and motivation
- Creative presentation skills
- Exceptional communication and relationship building 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 Friday, 24<sup>th</sup> May 2024.**