

**IT HELPDESK ADMINISTRATOR  
HIRT & CARTER  
DURBAN**

**CORE PURPOSE OF THE JOB:**

Facilitate technical support requests via the process of logging and assigning calls. To ensure users are provided with feedback regarding the status of a logged call and to provide first-line support to users.

**KEY PERFORMANCE AREAS:**

- Follow standard helpdesk operating procedures by accurately logging all helpdesk faults using call tracking software within SLA
- Provide timeous feedback to respective stakeholders
- Provide daily and weekly reports to Management containing summary of calls logged
- Accurate asset tracking data capturing

**QUALIFICATIONS / EXPERIENCE:**

- Relevant tertiary qualification with at least 3-5 years relevant experience in a fast-paced corporate environment
- A+, N+ will be advantageous
- Advanced computer skills

**BEHAVIOURS & ATTRIBUTES:**

- Service orientated
- Attention to detail
- Excellent reporting and communication skills
- Ability to manage multiple priorities
- Team player

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, 4<sup>th</sup> November 2024.**