



POSITION: SERVICE DESK ANALYST

Main Responsibilities:

- 1st and 2nd line IT and Technical support
- Logging and tracking of incidents and requests
- Logging and communicating all incidents to customers and IT
- Remote support
- Troubleshooting skills - office desktop and applications
- Troubleshooting of Network Related issues (Especially pertaining to LAN; WAN and Telkom related issues)
- Assist with Printer issues
- Ability to provide first time resolution by using available tools
- Identification and escalation of re-occurring problems and incidents, identify trends
- Follow up on priority calls

Skills/Experience Required:

- 2-3 years previous experience in IT
- Any previous IT Service Desk experience
- Excellent telephone etiquette
- Excellent general communication skills
- Good working knowledge of MS Office & Windows XP/Windows7
- ITIL Foundation v 3 / Good understand of ITIL (advantageous)
- 18- 24 months in the Customer Service industry or IT Service Desk experience
- Advanced desktop support knowledge and strong technical abilities
- Strong network related background
- Knowledge of Service Desk activities an advantage
- Cosima, HP Service Manager, Cherwell, Service Now or Remedy Service Desk suite knowledge an advantage

Minimum Qualifications:

- Grade 12 – subjects Computer Science
- MCITP or MCP
- A+
- N+
- ITIL V3 Foundation would be an advantage
- Studying towards CCNA/CCNP would be an advantage

The successful candidate must:

- Have strong communication skills. A high command of the English language both written and verbal is essential
- Able to operate as a good team player



- Be strong in attention to detail and accuracy
- Have Initiative
- Have good people skills
- Have high levels of professionalism
- Be punctual
- Be a quick learner
- Must have own vehicle
- Must be able to work shifts
- Have drive and energetic
- Has an analytical and logical 'mindset' when dealing with issues. Demonstrate clear purpose, enthusiasm and commitment

Additional Requirements (Customer Depended):

- Candidate Should speak, write either French, Spanish, German, Italian, Czech, Polish and / or Dutch. Multilingual will be an advantage
- Previous experience in the hospitality industry
- International Service Desk experience (European customers)