

Internal/External Vacancy Advert

Date of advertisement: 13 September 2021

About us:

Our commitment to our stakeholders is to be the best and most successful IT distributor in our region. We strive towards this goal by being the most valued channel for our partners and by contributing to the growth and profitability of our shareholders, staff, vendors, channel partners and their customers.

Axiz is an equal opportunity employer and this position will be filled in accordance with our current Employment Equity practices.

Job Specification:

Position:	Service Desk Agent	Location:	Gauteng
Company:	Axiz	Department:	Axiz Field Services
Employment Type:	Fixed Term Contract	Reporting to:	HR Manager

Purpose of the position:

Efficient and effective logging and allocation of incoming calls and assisting Engineers / involved parties in ensuring all calls are attended to and closed.

Key Responsibilities:

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| <ul style="list-style-type: none"> Efficient and effective logging and allocation of incoming calls and assisting Engineers / involved parties in ensuring all calls are attended to and closed; Ensure that all calls are logged within tool as per the Company required operational processes; Assist team with work overload as and when required and ensure general administration work is up to date; Ensure high level of customer liaison is maintained at all times and interaction is conducted in a highly professional manner; | <ul style="list-style-type: none"> Follow appropriate escalation procedures as and when required; Ensure adherence to respective client specific Operational Manuals; Ensure that problems and solutions are properly recorded and documented; Coach and support Engineers, assesses and records their performance and supports them in their personal development Day-to-day Service Desk workflow of all service requests. |
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Job Requirements:

Education and Experience:	<ul style="list-style-type: none"> Matric Certificate Relevant IT certification/ Diploma/ Degree 1-2 Years experience in an IT service desk environment 1-2 Years Customer service experience 1-2 Years experience in First call resolution
Technical Competencies:	<ul style="list-style-type: none"> MS Office essential ITIL v3 or ITIL
Behavioural Competencies:	<ul style="list-style-type: none"> Accuracy/Attention to detail and Analytical; Deadline Driven/Ability to work under pressure; Systematic/Logical thinking; Self-Motivated.

Application Process:

Contact Person: The Recruitment Team

Telephone Number: 011 237 7000

E-mail address: careers@axiz.com

Closing Date: 20 September 2021

The company is under no obligation to fill this position and should you not have had any feedback within 2 weeks after the closing date, you may consider your application unsuccessful.