

## IT Support Technician

### Purpose of the Role:

The Information Technology and Monitoring Specialist will form a vital part of a multi-skilled project team who are responsible for project management, creating innovative software and supporting critical business processes.

Our dynamic environment is fast paced, using Agile and self-organizing principles in order for our teams to deliver the highest quality products.

### Duties include, but not limited to:

- Installing, Configuring, Maintaining and Troubleshooting of user workstations on company LAN.
- Ensuring correct software is loaded onto the user's machine before delivery.
- Front Line Desktop Support via Helpdesk initiated requests.
- Monitor Escalations Queue
  - Feedback to client on status of tickets via Service Desk/Phone Calls/E-mail
  - Ensure IT Support Team is aware of urgent calls and dealing with them
  - Chase up on calls that exceed upon SLA
- Troubleshoot problems over phone or via remote desktop technologies.
- Company Server Infrastructure monitoring and proper escalation of alerts.
- Exchange and Azure Directory administration, including new user creation, password and lockout resets
- User Rights Management via group membership changes in Active Directory.
- Knowledge and experience on Windows 10, Office 365 & Azure.
- Ability to diagnose and fix Hardware / Software problems.
- Keen learner, able to apply new technologies /methods as they become available
- Monitoring of systems that are an interictal part of the online product.
- Assist Incident Management facilitation, tracking & reporting
- Drive continuous improvement with regards to monitoring and auto remediation of issues.
- Exposure and knowledge of Printers, Networks, WI-FI, Bluetooth, Hard-drives, VGA cards & Network cards

*This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.*

### Essential Criteria:

- A Relevant Information Technology tertiary qualification
- Minimum 2 years' experience in the Information Technology industry.
- Proven understanding of Microsoft 365 Products and Azure.
- Comfortable with working outside normal working hours to complete projects as to limit impact on the organisation
- Excellent communications and interpersonal skills

## Desirable Criteria:

- Experience with automation tools and scripting ability.
- Experience with Elastic Search, Kibana, Nagios & Log Stash.
- Experience with designing monitoring solutions & identifying gaps in monitoring solutions
- Qualifications in A+, MCSE, N+

## Person Specifications:

- Accountability and Execution
- Resilient
- Self-Starter
- Planning & Organizing
- Collaborative Relationships
- Influences effectively
- Time management
- Adaptability / Flexibility
- Attention to detail
- Team Orientation

## How to Apply:

All applications need to be submitted via [Workday](#)

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Cape Town, South Africa.*