

ICT Service Desk Administrator (Ref: 69/2018)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit talented, qualified and enthusiastic team players, who are able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose: The ICT Service Desk Administrator will be the first point of contact for ICT service requests, support calls and IT quotations. The position serves to ensure a positive end user experience through the appropriate handling of ICT requests. This is a client facing position having to interact with CTICC employees and CTICC's customers. Responsible for providing initial ICT, BMS and Maintenance support, event solutions and services addressing business requirements to staff, clients and delegates.

Reporting to: ICT Service Delivery Manager

Key responsibilities:

- Ticket Management
- Monitoring, responding and resolving service desk tickets received through phone, e-mail, intranet and ticket queue system
- Administration of the ticket request system
- Processing software and hardware calls by coordinating user setups, installations and upgrades
- Troubleshoot issues and calls remotely
- Provide support for basic incident resolutions and requests reported
- Assigns calls to support staff (Service Resources)
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
- Dealing with hardware and application support queries and issues reported to the Service Desk
- Collecting information through a customer conversation, accessing support tools and provisioning of additional support staff (Service Resources) if required
- Email account administration i.e. account creation and management and distribution lists on Microsoft Exchange
- User account administration i.e. accounts creation and management and password resets on Active Directory
- Use of diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware or software

Qualifications:

- Matric certificate
- Relevant Technical Certification
- Those with a business or non-technical qualification could supplement their education with a certificate program, individual courses or directly relevant experience that provide the necessary IT industry knowledge required



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Preferable Certifications

- ITIL Foundation Certification
- MCP – Windows Vista/ 7/ 8 / A+ / N+ Track

Experience:

- 2-5 years of technical experience in an ICT Services Desk and Support environment
- Experience with Windows operating systems, Active Directory, Windows Server operating systems, virtualisation in a production environment, networking (Wired and Wireless), File & Print services
- Preference will be given to candidates with experience working on an ITIL aligned ICT Service Desk.

Kindly submit all applications via <http://cticc.cloudrecruit.io/#/> by 17h00 on the 09 October 2018. **Only shortlisted candidates will be contacted.**



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