



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

CORPORATE SERVICES DIVISION

SERVICE DESK TECHNICIAN

Remuneration Package R376,596.00 per annum (Excl. benefits)

Reference: (Ref. S054/2019)

Cape Town

The incumbent will be required to: Serve as a single point of contact (SPOC) within the National Treasury and responsible for the user experience of IT services, handles incidents and service requests that interface with National Treasury business to deliver a quality service.

Qualifications and experience requirements: A Degree / National Diploma as recognised by SAQA coupled with MCP/ MCSE/ A+ etc. • A minimum 3 years' experience obtained in an Information Technology • Ability to comprehend, absorb and capture the interpretation of basic information for implementation.

Some key outputs include: **Customer Service:** Understand the customer and their respective business processes always mindful of CS IT vision of service excellence • Driving actions leading to improvement of customer satisfaction • Follow up surveys completed by customers and evaluation of randomly logged calls • Take the extra time on every call to make sure your customer's questions are answered, and setting realistic expectations • Provide personalized customer service of the highest level **Communication:** Inform team members of major incidents or outages in the ICT environment • Communicate clearly and frequently to users concerning open calls (service requests and incidents), always quoting the HEAT call number in any written correspondence • Use functional escalation to Infrastructure / Group incidents that have defined priority and where a specialised skill set demands • Report escalated issues to line managers and senior management **Liaise with customers on logging of calls:** Log all incidents and service requests

The National Treasury is an equal opportunity employer and encourages applications from women and the persons with disabilities in particular. Our buildings are accessible to people with disabilities.

Applications should be accompanied by a fully completed Z83 (non-negotiable) comprehensive CV in pdf format and originally certified copies of qualifications and ID. Please forward your application, quoting the relevant reference number and the full name of the position on the subject line of the email, to the e-mail address mentioned.

Kindly note: applications that are not compliant with the above requests will not be consider. The Department reserves the right not to fill the post.

Please note: All shortlisted candidates for SMS posts will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Successful candidates will be appointed on probation for the period of twelve (12) months into the prescribed rules

All short-listed candidates will be subjected to personnel suitability checks and the successful candidate will undergo security vetting. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). If you have not received feedback from the National Treasury within 3 month of the closing date, please regard your application as unsuccessful.



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through the Service Desk tool (HEAT) • Route, Track and escalate all calls against SLA, do trend analysis and prepare monthly reports • Complete new user requests and account terminations • Research questions using available information resources to assist in resolving incidents speedily and promptly • Report on the monthly performance of IT from the call centre software **Updating Calls (HEAT):** Input as much information as possible to assist 1st and 2nd line support in resolving escalated calls. Updated calls in real-time to ensure information passed between IT support groups is up to date • Update calls with HEAT journal entries where additional information or call history needs to be recorded • Provide a monthly performance report on all IT Heat call received and handled by the call centre.

Applications may be sent via e-mail to Recruit.OMIN@treasury.gov.za

Closing date: 7 June 2019 at 12:00pm

Please note: We only accept applications sent via email to the above mentioned email address in a PDF format. The National Treasury no longer accepts hand delivered or posted applications.

Please also ensure that you read the full advert for guidance on how to send your applications.

For further information regarding the positions please visit our careers page <http://www.treasury.gov.za/careers/default.aspx> or contact: Ms Caroline Modibane on 012 315 5092.

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