1. **IT Service Desk Assistant – Job Grade 8**

**Purpose of the job**

SADC Secretariat adopted Information Technology Infrastructure Library (ITIL) a framework for IT service delivery and management. One key function of ICT as per the framework is to have a functional service desk which provides great visibility and central control in dealing with ICT issues to ensure that businesses disruption due to ICT downtime is reduced. The service desk function requires a dedicated person whose primary responsibilities are to record, assign and manage the requests emanating from systems users.

**Duties and Responsibilities**

* Record, assign, and manage the requests
* Generate reports as requested by the ICT Network Officer.
* Capturing and managing assets on the helpdesk system
* Creating tickets and managing tickets.
* Serving as the first point of contact for users seeking technical assistance over the phone or email
* Direct unresolved issues to the next level of support personnel
* Record events and problems and their resolution in logs
* Follow-up and update users’ status and information
* Pass on any feedback or suggestions by users to the appropriate ICT team
* Identify and suggest possible improvements on procedures
* Responds to telephone calls, emails, and personnel requests for technical support in a courteous manner
* Escalates issues requiring specialized technical knowledge of the appropriate systems, development, and support personnel
* Documents, tracks, and monitors issues to ensure a timely resolution

**Position Requirements**

**Qualifications**

* Must have a BSc/BA degree in Information Technology or related majors from an accredited four-year college or university.

**Professional Certification**

* Certification in (Information Technology Infrastructure Library) ITIL will be added advantage.

**Specialised Knowledge**

* Basic training and knowledge specific to hardware platforms, operating systems, communication networks, and personal computers and computer systems.
* Experience with the use of Microsoft Windows 10 and the latest Windows Version.
* Prior help desk experience or other user support roles preferred
* Ability to diagnose and resolve basic technical issues

**Experience**

* A minimum of 5 years in ICT of which three (3) years should be related to the management of a service desk.

**Skills Requirements**

* Excellent communication skills
* Exceptional interpersonal skills, with a focus on relationship-building, listening, questioning, and analytical skills
* Customer-oriented and cool-tempered
* Interpersonal skills
* Organisational skills (planning, time management, work prioritization)
* Record-keeping skills

Competency Requirements

**Competency requirements**

* Capable of maintaining quality whilst working under pressure and adhering to deadlines
* Compliance with rules, regulations, processes, and procedures
* Conceptual and practical thinking
* Customer focused
* Demonstrate ability to work independently and without much close supervision
* Flexible and adaptable to change
* Maintain confidentiality and respect for sensitive situations
* Methodical and organised, with a high level of attention to details
* Professionalism and adherence to good work ethics (integrity, dependability, punctuality, etc.)
* Willingness to learn and improve continually
* Resilience and personal drive, self-motivation
* Results and performance-driven
* Team player