



Joburg|Market

Joburg Market (SOC) Ltd

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HELPDESK ADMINISTRATOR **R12 453.29 Basic Salary excluding benefits**

JOB PURPOSE

Provide first line support to IT users by rendering IT helpdesk support to all users through screening and allocation of calls.

DUTIES AND RESPONSIBILITIES

- Receive, screen, resolve or allocate requests to relevant IT personnel
- Manage change requests
- Manage all complaints and requests from stakeholders regarding the Sales Processing System (SPS) transactions
- Assist all user groups including, Agents, Producers, and JM internal users
- Manage, update and modify produce combinations
- Manage update and modify stakeholder information
- Identify potential system problems for development
- Identify system changes to address development problems
- Ad hoc training to system users as requested
- Render assistance at the IT helpdesk
- Record, classify and assign incidents and requests accurately on the helpdesk system to the extent that the system forms an audit trail of tasks assigned
- Perform and monitor updates to system regarding Escalation procedures and responsibility areas
- Produce statistics and follow-up on outstanding calls from help desk system
- Distribution and Extraction of statistics for stakeholders
- Log all requests on IT Helpdesk System for IT Department
- Perform miscellaneous job-related duties as assigned

QUALIFICATION AND EXPERIENCE

- Matric/ Advanced Certificate/ NQF level 5
- 2 years relevant experience in an IT environment

Joburg Market is an equal opportunity employer. All appointments will be made in accordance with Joburg Market Employment Equity Policy. JM reserves the right not to make an appointment. Please forward all applications to: vacancy@joburgmarket.co.za. In the subject line please type: **HELPDESK ADMINISTRATOR**. All applications must have attached the following: Cover Letter, a concise CV, certified copies of ID and supporting Qualifications, if not your application will be rejected. Please note: if not contacted within 12 weeks of closing date, consider your application as being unsuccessful.

N. B. Applicants from Indian, Coloured and White population Groups plus people with Disabilities are encouraged to apply.

The closing date is 27 June 2021 at 12:00 pm.

M. J. Mante
17/6/21