IT Customer Support Officer (Intern)

Location: [Africa] [South Africa]

Town/City: Roodeport

Category: Exceptions

Job Type: Fixed term, Full-time

Brief Background:

The regional office currently depends on WV SA for IT support. With the many competing priorities that WV SA IT is attending to, SARO will require a more dedicated IT support for any IT related issues. This has necessitated the need to source a devoted intern whose primary responsibility will be to attend to the immediate IT support needs.

Purpose/Objectives of backup support:

IT Customer Support Officer role will be responsible for responding to customer requests by diagnosing and resolving problems and for supporting the ongoing technology needs of all employees, providing Level 1 and 2 help desk support.

It will work with a broad range of infrastructure products and basic networking components. It also provide maintenance and support for moderately to highly complex client products and work on one or more projects concurrently as a team member. On an ongoing basis, IT Customer Support Officer will work to improve customer support processes and practices. In addition, it will evaluate and recommend client software and hardware as well as proposal writing for purchasing new or upgraded products.

Key and critical Support areas:

Service Desk:

- First point of contact and day-to-day technical support to end users.

- Provide end users with required technical support for hardware and software issues.

- Responds to Level 1 support requests and provide user access to service.

- Technical support and documentation of end user requests and problem resolution as well as problem status in tracking log.

- Interacts with clients in a courteous and professional manner and follow up in a timely manner to ensure client/customer satisfaction.

- Provide Service Level Management and explains service procedures to clients.

- Conduct staff training and orientation on IT systems.

Inventory Management:

- Maintains IT inventory management for all IT equipment and/or software in accordance with company policy and procedures.

- Work with administration and finance on IT asset management.

- Provide IT Asset movement report and manage IT hardware asset portfolio in respect of risk, cost control, governance, compliance and performance objectives.

- Assist in managing the acquisition, deployment, utilization, tracking, security and final disposition of IT assets.

Vendor Management:

- Manage after sales services (Warrant claims, maintenance,etc etc.).

- Ensure that SLAs and other quality metrics, are being met by our ICT Vendor.

- Assist with all IT procurements processes (Supply chain and vendor engagement, receipt of IT equipment & services).

Messaging, Conferencing and Collaboration:

- Give Access rights, configure and support Office365 for World Vision staff including SARO and hosted staff.

- Coordinate/manage implementation and access rights for all conferencing and collaboration tools as per WVIT recommendation (ZOOM, Ms Teams, etc).

- Capacity building for users on conferencing and collaboration tools.

Security and Business Continuity:

- Maintains passwords and users credentials to assure systems security and data integrity.

- Adheres to the integrity of controls, regulations and guidelines.

- Communicate suggestions on backup and recovery procedures to improve business continuance procedures.

Minimum education, training, skills and experience requirement:

- Bachelor's Degree in Computer Science, Information Systems, or other related field.

- Demonstrated understanding of basic to moderately complex hardware and software products and problem solving / diagnostic skills.

- Strong client focus and genuine desire to assist.

Office based with possibility of working from home due to COVID-19 office arrangements.