



Role: IT Helpdesk Analyst

Reporting to: IT Manager

JOB PURPOSE

To provide first line phone and online technical support and service to enable the contact centre environment to run efficiently. To work alongside an existing team of qualified IT Technicians and assist. To have an excellent phone manner and customer empathy whilst analysing faults reported from the business via phone and internet. To manage all requests that come via phone and internet via the Richmond helpdesk system and prioritise accordingly. Assist the Head of IT in all ways to achieve the business objectives.

ACCOUNTABILITIES & DELIVERABLE

BUSINESS AWARENESS

- Assists in the business (financial) success of the Team by taking ownership of personal performance.
- Has a high level of IT knowledge to ensure the customer is given full and correct information.
- Act in a responsible manner at all times ensuring compliance with the Companies' Policies which are located on the Webhelp Intranet.

ACCOUNTABILITY/DECISION MAKING

- Take complete ownership of faults reported during normal hours.
- Ensure that SLA's are being adhered to and that the IT department are made aware when there are possible breaches of these SLA's.
- Ensures service and quality are kept in line with campaign key performance indicators (KPI), Competencies, behaviours and skills.
- You are responsible and accountable for information security in line with the published Security Policy.

COMMUNICATION AND INFLUENCING

- Answer customer communications efficiently and effectively to agreed company standards.

- Have the ability to resolve first line issues with the customer on the phone.
- Communicates complex information clearly and simply, both verbally and in writing.
- Confidently handles objections using relevant information, highlighting features, advantages and benefits to the individual needs of the customer.

PROBLEM SOLVING

- Seeks to get to the bottom of issues presented by customers by using effective questioning techniques to collect enough information to log and resolve the issue.
- IT Assist Helpdesk Technicians must be able to use their own initiative to resolve faults and transfer logged calls to the correct area.
- Liaise with third parties (suppliers, client helpdesks etc) to track the status of requests and other activities.
- Strives to do it the right way first time.
- Implements the most appropriate solution, seeking resolution to problems rather than apportioning blame - takes ownership.
- Escalates the problem when necessary.

SKILLS & EXPERIENCE

- Process driven candidate with Helpdesk experience of 5-8 years in IT Support.
- General understanding of PCs, peripherals and various operating systems.
- General understanding of service desk operations.
- General understanding of Microsoft AD for basic account administration.
- Good written, oral communication skills.
- Must be able to demonstrate a customer first approach to support.
- Must possess cultural awareness and sensitivity.
- Must be a motivated self-starter and able to work in a team environment.

EDUCATION QUALIFICATION

- Bachelor degree in any discipline

Interested candidates can send their CV at salmaan.shaikh@za.webhelp.com

Note: To prepare for such job requirements, candidates may opt for online training in

- [Office Ready](#)