

# Whizants

<https://whizants.co.za/job/operational-specialist-systems-engineer/>

## Operational Specialist: Systems Engineer

### Role Summary

To provide service activities on company systems to minimise equipment downtime and ensure client satisfaction. this includes installation, discontinuance, relocation, diagnosis and emergency repair.

### Minimum Requirements

- Grade 12 (NQF 4) with relevant IT Certification
- 4+ years IT support experience
- Ability to work flexible working hours
- Ability to cope under pressure
- Knowledge of ITC Infrastructure Technology; Customer Focus; Time Management; Troubleshooting Techniques; Advanced and Computer Skills.
- N+, A+
- MSCE – Core (Advantageous)
- MSSA – Server (Advantageous)
- VMWare 6.5 Foundations (Advantageous)
- Networking Foundation (Advantageous)

### Key Deliverables

- Take ownership of client queries in accordance with service level agreements and log queries onto the
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- Diagnose and provide first-call resolution on complex technical queries, within the service level
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- Follow up on resolutions of client queries as per service level agreements
- Act as an escalation point for 1st and 2nd level client tickets.
- Liaise within the Division to ensure queries are resolved timeously.
- Provide technical support in adherence to quality standards and customer service excellence. Act
- Contribute to product documentation, customer knowledge base, and best practices guides.
- Continuously improve process and tools for normal, repetitive support tasks.

### Competencies:

- Checking things
- Documenting facts
- Examining information
- Following procedures
- Interacting with People
- Managing tasks
- Meeting timescales

### Rate

Market Related

### Duration of employment

Permanent

### Industry

Information Technology

### Job Location

Midrand

- Producing output
- Team working
- Upholding standards.