



Role: **IT Technician**
Reporting to: **IT Manager**

ROLE DESCRIPTION

To work as part of a geographically dispersed IT team to provide technical support and service, enabling Webhelp's IT Infrastructure to run effectively and efficiently. The IT Technician will ensure that common Web help IT practices and documentation are adopted and maintained. The IT Technician will be responsible for providing hardware and software installation, maintenance for IT Services.

PURPOSE & CONTEXT

To work as part of a geographically dispersed IT team and assist in supporting and growing the business; to be flexible and respond to critical issues; and assist in activities to achieve business objectives.

SKILLS/KNOWLEDGE & EXPERIENCE

- Prior experience of supporting multiple system and users in a contact centre environment.
- Process driven candidate with strong technical experience of 6+ years in IT Infrastructure Support.
- In-depth knowledge of contact centre technology and processes and how these can be improved through exploiting existing technologies and introducing new solutions.
- Technical troubleshooting of routine hardware and software issues courteously and expeditiously
- Clear and concise communication skills to all levels of staff.
- Planning, organizational, and time management skills.
- Ability to work under pressure and support operational requirements within short timescales.
- Proven track record in adhering to and supporting change management initiatives.
- Excellent understanding of relevant internal systems, software and hardware examples are: HP, Dell, Cisco, Microsoft operating systems and applications, Linux, Avaya, Citrix, IVR, VOIP
- Achieve high quality of service support to the business and other functions
- Liaise with IT Help Desk, IT teams and customers to provide resolutions and support.
- Escalate complex problem to appropriate Team members
- Assist Manager with day to day functions of a technical support staff, forming part of an International team.
- Maintain documentation of technical maintenance procedures carried out
- Results focused and committed to high personal standards and a desire to develop via self-study and formal training.
- Ability to work from a Helpdesk system and work on requests based on priority and severity.

KEY RELATIONSHIPS

Person(s);

IT Director
Head of IT
Senior IT Technician
Head of Business Intelligence
Business managers
Operational management
Project Managers
Business Managers
Support Departments (Payroll, HR, etc.)
Senior Management

KEY ACCOUNTABILITIES & RESPONSIBILITIES

TEAMWORK

- Work as part of a geographically dispersed team to support and develop IT systems.
- Be able to work with external parties such as clients' project managers and IT teams in a professional, expert and courteous manner.
- Actively participate in and lead team meetings/briefings.
- Provide assistance with other duties such as covering the IT Helpdesk, user administration etc.

DAILY MAINTENANCE

- Daily site maintenance checks
- Report issues and ensure they are resolved and/or escalated appropriately

FLEXIBILITY

- Have an overall understanding of technologies across all Webhelp sites and will have to cover other sites at short notice.
- Provide on-call support as and when required.
- Provide out of hours support for work such as projects, remediation, client-led initiatives etc.

PROBLEM SOLVING

- Have a structured approach to resolving IT issues.
- Co-operate with other team members for more complex issue and problem resolution.
- Liaise with third parties to resolve support issues.

ACCOUNTABILITY/DECISION MAKING

- Take complete ownership of IT requests, faults and follow through to completion.
- Take ownership of day to day tasks.
- Take responsibility for the delivery and co-ordination of project work and new business initiatives.

CHANGE/DEVELOPMENT

- Implement and communicate new ideas and ways of working to achieve best practice across IT whilst adhering to policies, procedures and management decisions.

- Proactively identify the need for change and report to manager and IT leadership team for review.
- Proactively learn and study new technologies and innovations.
- Participate in driving and delivering projects within the business.

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