

## Junior Helpdesk Support

Region: Mowbray, Cape Town

To start: As soon as possible

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At Masthead (Pty) Ltd, our passion is keeping businesses in business. As a national supplier of compliance and practice management services to independent financial advisors and other licensed financial service providers (FSPs), we know this can only be achieved through the calibre of people we employ – people who are client focused, set themselves high standards of delivery and have a willingness to go the extra mile.

For this role, we require someone who is great at organising, providing assistance, communicating, following up and resolving tickets. The successful candidate will assist with logging, updating and resolving tickets through the helpdesk portal and provide first level support to end-users through MS Teams, other remote tools, telephone, email or in-person.

**Please note that this position is office-based at our Head Office in Mowbray, Cape Town.**

### Duties and Responsibilities:

- Monitor Helpdesk daily from 08:30 – 16:30.
- First response to all tickets within 30 minutes from time logged.
- Provide first line support to most or where applicable.
- Escalate to senior members of the team where required.
- Follow-up with end-users and team members on outstanding information.
- Ensure resolution is captured on the ticket before closing.
- All tickets are to be assigned, changed in status and must be assigned a priority.
- Requests and Incidents sent via email or received by telephone should be logged.
- Key SLA metrics should be adhered to at all times.
- Other tasks assigned or requested by the IT Manager.

### Qualifications

- Matric
- A+ & N+
- ITIL Foundations (advantageous)
- Cloud Computing (Advantageous)

### Skills & Experience:

- 2 years' experience in a similar role.
- Basic troubleshooting and fault finding skills.
- Understanding Windows 10 and Mac operating systems.
- Basic knowledge of Windows Server and Active Directory.
- Basic understanding of WAN & LAN technologies.
- Basic understanding of O365 (MS Teams, SharePoint, Exchange Online, MS App Suite).
- Knowledge on Dell and MAC laptops and printer hardware.
- Exposure to Microsoft Azure (Advantageous).
- Exposure to CRM Dynamics (Advantageous)
- Must be fluent in English & Afrikaans.

### To apply for this opportunity:

1. Please send your CV and a short motivation telling us why you'd be perfect for this role to [vacancy@masthead.co.za](mailto:vacancy@masthead.co.za)
2. Please use the subject line "**Application for Junior Helpdesk Support**" in your email.
3. The closing date for applications is **30 November 2021**.

*Masthead is committed to transformation. Meeting our employment equity goals will be taken into account in our recruitment decisions. Should you receive no correspondence within two weeks of the closing date of this job advert, please consider your application unsuccessful.*