



## **POSITION DESCRIPTION**

**POSITION TITLE** : Support Associate/K4019

**DEPARTMENT** : IT

**CLASSIFICATION APPROVED BY** : HRD

### **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO** : System Analyst

**POSITIONS SUPERVISED** : Nil

### **POSITION PURPOSE**

- Support all users on their technical queries and issues
- Manage Service Desk Operations
- Improve Service Desk Operations
- IT Purchases and IT Asset Management
- Be part of IT Projects

### **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

- Attend calls from users
- Accurately log the call in Service Desk Application
- Support users on their queries and technical issues within SLA
- Monitor and status update on the tickets to users
- Work closely with users / 2<sup>nd</sup> level support to close tickets within agreed SLA
- Recommend and develop process improvements, that support business
- Participate in IT projects and complete the tasks on time
- Update Assets

### **PERSONAL CHARACTERISTICS:**

- Good communication skills
- Flexible
- Self motivated
- Team player
- Honest
- Problem solver

### **PERFORMANCE MEASUREMENTS**

- Accuracy in call logging
- Number of tickets closed
- Number of solutions / user guide / FAQ developed
- Customer Feedback
- Completion of projects / tasks on time



**QUALIFICATIONS\REQUIREMENTS:**

- Bachelor's degree preferred
- 1 – 2 years of experience as service desk / helpdesk ( Customer Support)
- Proven track record of good customer service
- Experience in troubleshooting hardware
- Experience in Supporting users on their software needs (MS Office, AutoCAD)
- Supporting users on the ORACLE ERP environment will be an added advantage
- Certification in ITIL Foundation

**COMPETENCY REQUIREMENTS**

**The following are the key competencies that will be required to complete this job effectively. Along side each competency is the Level at which it is expected to be demonstrated**

**(Refer to KOJ Competency Dictionary for a detailed breakdown of your competency requirements)**

- |                                      |     |
|--------------------------------------|-----|
| • Customer Focus                     | - 2 |
| • Integrity and Trust                | - 2 |
| • Problem Solving                    | - 2 |
| • Team Work                          | - 2 |
| • Priority Setting / Time Management | - 2 |
| • Managing Relationships             | - 2 |
| • Interpersonal Skills               | - 2 |
| • Valuing Diversity                  | - 2 |

**Department Head:** .....

**Employee:** .....