

## CAREER OPPORTUNITY

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation, implementing projects throughout Africa and making a difference in people's lives.

### Field Support Engineers: End User Support

#### About the job:

The CSIR has several vacancies for **Field Support Engineers: End User Support** who will be responsible for resolving incidents (logged calls) by Call Centre and ensure that the ICT services and products continuously meet the requirements of the business and staff of the CSIR. These positions are based in Pretoria, Johannesburg, Durban, Port Elizabeth and Cape Town.

#### Key responsibilities:

- Resolve calls allocated by Call Centre or redirect incidents from relevant party/parties;
- Escalate incidents not resolved within SLA to ensure effective communication on escalated incidents and resolution of issues;
- Update the escalated incidents on a daily basis;
- Pro-actively engage in the assessment of logged incidents to ensure accurate allocation of calls and rapid response to major incidents;
- Monitor services and check the nature of calls to determine possible need for intervention in order to inform the end-user training focus;
- Communicate closely with all departments in ICT in order to ensure resolution of referred incidents within SLA;
- Update incidents information and resolution journals to ensure resolutions are done in accordance with set standards;
- Adhere to policies and procedures in order to ensure efficiency & effectiveness in the provision of services;
- Participate in project delivery and/or run independent operational projects.

#### Qualifications, skills and experience:

- A Diploma in information technology or related fields with at least two years' relevant experience;
- The following certifications are essential:
  - Minimum certifications of A+, N+, Dell certification;
  - Microsoft Certified System Analyst (MCSA);
  - Microsoft Certified Professional (MCP);
  - Microsoft Certified System Engineer (MCSE);
  - Linux;
- Knowledge in windows platform and Microsoft packages;
- Excellent communication and problem solving skills;
- Knowledge and use of customer support management software.

Should you meet the above requirements, please email your CV to [jobapplications@csir.co.za](mailto:jobapplications@csir.co.za) with your name and surname, position title and reference number in the subject line, **(eg. John Smith: Job title: Field Support Engineers: End User Support: Reference No: 307780)**

**Closing date: 06 March 2017**

**PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.**

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at [Recruitmentinfo@csir.co.za](mailto:Recruitmentinfo@csir.co.za)

*The CSIR is an equal opportunity employer. As such, it is committed to the Employment Equity Act of 1998. By applying for this position at the CSIR, the applicant understands, consents and agrees that the CSIR may solicit a credit and criminal report from a registered credit bureau and/or SAPS (in relation to positions that require trust and honesty and/or entail the handling of cash or finances) and may also verify the applicant's educational qualifications and employment history. **The CSIR reserves the right to remove the advertisement at any time before the stated closing date and it further reserves the right not to appoint if a suitable candidate is not identified.***