

JOB DESCRIPTION

Job Title: Helpdesk Agent

Purpose of the Job:

The purpose of this job is to provide remote support and assistance to redPanda Software client Lewis stores, using appropriate solutions that satisfy client's needs.

Outputs to be delivered:

1. Provide remote support to clients

- Provides helpdesk support service.
- Investigates reasons for problems and solves them for clients.
- Follows up on all outstanding queries timeously within as per SLA with clients
- Analysing and solving problems.
- Ensuring customer satisfaction.
- Provide input for more pro-active support (i.e. repetitive problems).
- Log all calls received at the helpdesk.
- Update logs with progress of solution / investigation on regular basis
- Escalate old calls within the department.
- Update each log with a root cause detail.
- Ensure that call category is appropriate to the call description.
- Ensuring that the log is resolved even after escalating to the developer.
- All relevant information must be supplied when calls are escalated to 3rd level
- Detailed resolution to be provided on log.

2. Self-training on redPanda clients Business rules and architecture.

- Rate skills and advise on training needs
- Supply a list of objectives for skill to be attained.
- Supply suggestions of training courses or internal training process.
- Complete training

3. Function as part of a team

- Provides input, assistance and guidance to other customer services staff when required
- Communicate within RedPanda Software regarding escalated issues.
- Shares work-related knowledge and experience.
- Responsible for personal development and career progression with regards to knowledge of system; procedures and practices.

4. Operational duties

- Create head office users
- Assist opening stores
- Assist closing stores
- Follow up on midmonth and month-end
- Follow up on day-ends

Minimum Skills / Abilities required enabling you to perform this Job

- Communication skills
- Time management skills
- Written communication skills
- Analytical and problem solving skills
- Ability to conceptualise, interpret and document solutions for customer needs
- Preferably have worked in a helpdesk environment before

Personal Attributes required for this Job

- Team Player
- High stress tolerance
- Dedication
- Flexible/adaptable
- Professionalism
- Approachable
- Honest
- Ethical

Education and Working Experience

- Fluent written and verbal skills in English necessary
- Matric with 1 – 2 years' Helpdesk experience
- Experience working on Microsoft Word, Excel and Outlook

PLEASE NOTE THE FOLLOWING:

- **Candidates must be willing to relocate to Cape Town at their own expense if living outside the Western Cape.**
- **Clean criminal record required**
- **Applications will only be considered from RSA Citizens or applicants with permanent resident permits.**