

Business Technology Help Desk Administrator

The Group is committed to creating places of healing for their communities, focused on attracting the best expertise and dedicated to building a steadfast, devoted team.

Role Summary:

The Helpdesk Administrator will be the first point of contact for customer services and will be responsible for the day-to-day management of all support calls as well as the highest level of technical support, whilst providing customer service to Lenmed employees by answering phones, logging calls and emails into the tracking system as well as escalating technical problems where necessary.

Key Work Output and Accountabilities:

- Facilitate incoming requests, incidents and problems leveraging off ITSM best practices
- Monitor progress of incidents and communicate with end-users to ensure resolution of issues/queries logged
- Prioritise end-user calls and complaints in an efficient manners
- Continuously communicate with the IT Desktop and Infrastructure teams to keep abreast of system activities that may impact end-users
- Ensure an efficient and effective service is provided to the end-user
- Capex creation and PO Tracking
- Flexibility of working hours

Inherent Requirements:

- Grade 12 / Senior Certificate
- 5 years + experience as a helpdesk agent
- Knowledge of Helpdesk solutions (preferable ITSM applications)
- Collaborative Team-work approach
- Customer service skills
- Computer literacy
- A Microsoft certification would be advantageous
- Must have own transportation and a valid driver's license

If you are interested in the position and wish to apply, kindly forward your CV to

GroupHR.Administrator@lenmed.co.za

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent. If your application is not successful, we retain your CV and other information provided for a period of 6 months after which it will be destroyed in a secure manner. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection and we will immediately destroy your personal information in a secure manner.



WORK PROFILE

Location:

Head Office
Constantia Park, Roodepoort

Job Grade:

C1

Benefits:

Pension Fund and Medical Aid

Date Posted:

17 December 2021

Closing Date for Applications:

15 January 2022

Lenmed is an Equal Opportunity Employer. The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Lenmed actively supports the recruitment of people with disabilities. In the event of any physical or psychological limitation that may impair an individual's ability to perform the job function, the employee must consult the employer for reasonable accommodation.

Should you not receive a response within three weeks after closing date, kindly consider your application unsuccessful.