

The Agricultural Research Council (ARC) is a premier science institution that conducts research with partners, develops human capital and foster innovation in support of the agricultural sector. It provides diagnostic, laboratory, analytical, agricultural engineering services, post-harvest technology development, agrochemical evaluation, consultation and advisory services, food processing technology services as well as various surveys and training interventions. Through its wider network of research institutes and experimental farms, the ARC provides a strong scientific base and a broadly distributed technology transfer capacity to the entire agricultural industry in South Africa.

The ARC-Central Office (ARC-CO) seeks to appoint a highly skilled, experienced and dynamic person to the following position at Hatfield, Pretoria:

ICT SERVICE DESK ANALYST

Key Performance Areas:

- Ensure ICT Service Desk services are effectively delivered and that users have a positive experience.
- Provide 1st and 2nd line support to end-users on hardware and applications,
- Logging of incoming service calls and allocating it to technicians with priority ratings,
- Provide 1st and 2nd line support to end- users on hardware and systems.
- Providing professional services to all ICT clients, both internally and externally.
- Timeously follow up on escalated and unresolved service calls or requests.
- Providing feedback to users regarding the status of their requests.
- Confirm receipt of service calls with reference numbers back to customers in writing, where required.
- Verifying of details of customers calling in.
- Monitor service calls with respect to their age (how long ago have they been logged) and priority rating.
- Ensuring support to enable effective delivery of ICT Strategy initiatives and projects.



Requirements:

- National Diploma in ICT or related qualification; Alternatively, three (3) years' experience in an Information Technology field.
- Microsoft certification will be an advantage.
- ITIL certification will be advantageous.
- Good verbal and written communication skills.

Enquires: Ms Rene Steyn, Tel: (012) 427 9770

CLOSING DATE FOR APPLICATIONS: 26 MAY 2022

A competitive remuneration package will be congruent with the scope, responsibilities and the stature of the position. The appointment will be subject to a positive security clearance and preference will be given to South African citizens.

Applications accompanied by covering letter, detailed CV (Including certificates, supporting documents, copy of driver's license and nationality. NB: Non-RSA Citizens/work permit holders must attach certified copies) as well as the names and particulars of three (3) traceable referees must be e-mail to HRCV@arc.agric.za.

SAQA evaluation report must accompany foreign qualifications. Incomplete applications will not be considered. Applicants who do not receive any response four (4) weeks after the closing date must regard their applications as unsuccessful. The Agricultural Research Council is an equal opportunity employer and is committed to the principles and processes of Employment Equity. The company has the right not to appoint.

