



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

# **SOUTH AFRICAN HERITAGE RESOURCES AGENCY**

**Information, Communication and Technology  
Helpdesk Administrator**



## About the Position

The closing date for the applications will be Tuesday, 27 September 2022 at 5PM.

The salary offer is R 170 452.00 per annum

Grade: B4

### PRIMARY PURPOSE OF THE JOB:

The Helpdesk Administrator will be responsible for the timely and effective response to IT user queries and problems through the receipt and logging of problems and the co-ordination of rapid and appropriate responses for higher-level problem resolution and advice on both new and established systems. Acts as liaison between users and information technology department on problem areas, managing client expectations.

### KEY PERFORMANCE AREAS

KPA 1: Manage all calls, service requests and incidents from end-to-end.

KPA 2: Ensure customer satisfaction and continuity of service is managed.

KPA 3: Manage IT service-related documentation, administration and reporting.

KPA 4: Co-ordinates and ensures that adequate ICT training.

### KEY PERFORMANCE AREAS

**Note:** The following list of Key Performance Areas and job activities are not exhaustive. SAHRA may instruct the employee at any time to carry out additional duties or responsibilities, which fall reasonably within the sphere of the job, or in accordance with operational requirements.

Key Performance Area (KPA)	Job Activities	Key Performance Indicator (KPI)
1. Manage all calls, service requests and incidents from end-to-end.	<ul style="list-style-type: none"> <li>Provide first-line support where possible to users.</li> <li>Log and manage all calls, service requests and incidents from end-to-end.</li> <li>Keeps users informed of status of their request or call via standard reporting techniques.</li> <li>Manages the escalation to third parties and makes follow up.</li> </ul>	<ul style="list-style-type: none"> <li>Active involvement in first line support.</li> <li>Number of calls logged, resolved, and closed.</li> <li>Number of escalations made to Third parties.</li> </ul>
2. Ensure customer satisfaction and continuity of service is managed	<ul style="list-style-type: none"> <li>Provide a complete and informed response on first contact to all customers.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding the nature of the problem and classifying it accordingly.</li> </ul>



Key Performance Area (KPA)	Job Activities	Key Performance Indicator (KPI)
	<ul style="list-style-type: none"> <li>Communicate and liaise effectively with end-users, colleagues, and other service providers at all levels.</li> <li>Responds to user service requests.</li> <li>Participates in and conducts meetings with the user(s).</li> </ul>	<ul style="list-style-type: none"> <li>Effective communication with end users. Less complains from users.</li> <li>No dropping of calls from users.</li> </ul>
3. Manage IT service-related documentation, administration and reporting	<ul style="list-style-type: none"> <li>Compile the submission for the unit.</li> <li>Administer the HR documentation and filing. (e.g., Performance Management Systems documentation, Leave, etc)</li> <li>Administer Finance and SCM documentation.</li> <li>File all digital and paper-based correspondence.</li> <li>Compile meeting agendas.</li> <li>Compile minutes of all internal ICT meetings and circulate.</li> <li>Manage and coordinate ICT events.</li> <li>Maintain asset movement form register.</li> <li>Maintain register of redundant/broken IT equipment.</li> <li>Maintain pool equipment register.</li> <li>Ensure SLAs are updated or renewed</li> </ul>	<ul style="list-style-type: none"> <li>Submissions are accurately complied and routed on the workflow accordingly.</li> <li>HR Documents are submitted on time.</li> <li>Files accurate and updated as and when required.</li> <li>Meeting minutes and agendas circulated and saved on digital folder.</li> <li>All registers correctly updated when required.</li> <li>SLAs updated or renewed annually.</li> </ul>
4. Co-ordinates and ensures that adequate ICT training.	<ul style="list-style-type: none"> <li>Coordinate training for end users.</li> <li>Keep attendance registers for training.</li> <li>Compile training manuals and maintain an accurate register.</li> <li>Coordinate ICT Awareness Programmes.</li> <li>Conducts trend analysis of series data to determine common occurrences and recurring issues.</li> </ul>	<ul style="list-style-type: none"> <li>Training manual developed correctly and updated as required.</li> <li>90% of users trained.</li> </ul>

## JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION and/or EXPERIENCE

At least a Diploma in Information Technology, or equivalent.

Minimum of 2 years' work experience in an ICT role.



Other skills required:

Basic understanding of relevant ICT regulations ITIL

Advanced level of computer literacy (MS Office, etc.)

At least two years' experience with Desktop support (hardware/software troubleshooting)

Experience with Service Desk application

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#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organisation.

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#### NUMERICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

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#### REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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#### LICENSES:

A valid Code EB (08) driver's licence.

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#### COMPUTER SKILL:

Computer literacy with regard to the use of Excel, Word and Power Point, and SAHRA IT System.

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#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is:

- Occasionally required to stand.
- Regularly required to sit.
- Often to talk and hear.

Specific vision abilities required by this job include close vision.

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#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

