Job Profile

PROFILE INFORMATION		
JOB TITLE	**SERVICE DESK ANALYST**	
JOB CLUSTER AND RANK	Senior Border Guard	
REGION/DIVISION	**ICT**	
LOCATION	Head Office	
MANAGER/SUPERVISOR	Senior Manager: ICT	
SUPERVISION	None	
PEER RELATIONSHIPS	OTHER SERVICE DESK ANALYST	
LIAISON	**INTERNAL**	All Business Units
	EXTERNAL	None

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
User Support and Issue Resolution	• Provide first-line technical support to end-users, addressing hardware, software, and connectivity issues. • Log and categorize support tickets, ensuring accurate and timely documentation of reported problems. • Resolve or escalate issues to appropriate IT teams for further investigation and resolution	**30%**	• Timely resolution of support tickets. • User satisfaction with support services. • Accuracy and completeness of ticket documentation
Communication and Customer Service	• Communicate effectively with end-users to gather information and provide updates on issue resolution. • Maintain a professional and customer-focused approach in all interactions. • Collaborate with other support teams to ensure seamless communication and issue resolution.	**20%**	• Positive feedback from end-users regarding communication and customer service. • Reduction in the number of recurring issues.
Incident Triage and Prioritization	• Assess the severity and impact of reported incidents, prioritizing them based on business impact. • Escalate critical issues to higher-level support teams according to established procedures. • Monitor and manage the incident queue to ensure timely resolution and adherence to service level agreements (SLAs).	**30%**	• Adherence to incident response and resolution SLAs. • Effectiveness in incident prioritization and escalation.
Knowledge Base Maintenance	• Contribute to the development and maintenance of a comprehensive knowledge base.	**20%**	• Availability and accuracy of

	• Document troubleshooting steps and resolutions for common issues. • Promote self-service options for end-users through the knowledge base		knowledge base articles. • Reduction in the number of repetitive support requests.

MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE	
Minimum Qualifications	• Matric/Grade 12/ • Diploma/Bachelor's degree in Information Technology, or a related field. • Certification in ITIL • Certification in IT support or relevant technologies is an added advantage.
Minimum Experience	• Minimum of 3 years' experience as Service Desk Analyst or in a similar support role.
Knowledge	• Technical knowledge of hardware, software, and network troubleshooting. • Excellent communication and interpersonal skills. • Ability to work in a fast-paced and dynamic environment. • Familiarity with ITIL principles and practices
Professional registration or license requirements	• None
Other requirements	• Flexibility in working hours will be required to meet demands of the role. • May be required to work overtime. • Valid driver's License

COMPETENCIES		
VALUES	FUNCTIONAL	BEHAVIOURAL ATTRIBUTES (ENABLING)
• Excellence • Integrity • Professionalism • Teamwork and Collaboration • Vigilance • Commitment. • Dedication. • Adherence to ethical standards in handling user information. .	• Proficiency in incident triage and prioritization. • Ability to document solutions clearly and concisely. • Familiarity with ITIL best practices for service desk operations.	• Patient and empathetic approach to end-user support. • Strong problem-solving and analytical skills. • Team-oriented with the ability to collaborate effectively • Self-Motivated • Proactive and detail-oriented approach to problem-solving. • Effective communication with end-users and team members. • Ability to work collaboratively in a team and independently when required.