

13 August 2025

**The Public Investment Corporation SOC Limited (PIC) is an asset management firm, whose mandate is to make investments in various sectors of the economy on behalf of public sector entities. Amongst our clients are the Government Employees Pension Fund, the Unemployment Insurance Fund and the Compensation Fund. Over the years, we have grown to be amongst the top, large investment managers in South Africa and the rest of the African continent, with current assets under management at just over R2.6 trillion. At the centre of our growth is a team of self-driven professionals who are results focused.**

**We are currently seeking applications from dynamic individuals for the following position:**

- **Position: Digital Support Analyst (12 Months Fixed Term Contract)**
- **\*Job Grade: C1 – C5**
- **Ref: DSE003**
- **Salary:** All-inclusive remuneration package negotiable
- **Centre:** Public Investment Corporation, Pretoria

**Purpose of the role:**

To act as a single point of contact in the provision of quality IT Support to internal customers and ensure that calls for support are dealt with promptly and appropriately within defined ITIL based practices.

**Requirements:**

- Degree in Computer Science or any IT related Degree/National Diploma
- 3+ years relevant experience
- ITIL V3 or higher

**Duties:**

- Facilitate the provision of a single point of contact for IT Service Requests.
- Provide Customer support by providing adequate response time, provision of quality support, and incident and problem resolution agreed with the customer and in line with ITIL practices and approved internal IT Standard Operating Procedures and Policies.
- Provide information to users by phone, e-mail, websites, or in person for technological services rendered by IT.

- Increase first- time fix rate at the service desk as workarounds can be deployed to increase the speed of service reduction.
- Record incidents, requests and problems and target the correct support resources and monitor calls against the defined service level agreements.
- Review tickets to ensure quality standards are maintained and provide feedback of calls monitored
- Conduct awareness of standards, systems and processes and facilitate improvement in the Service Desk area.
- Complete resolution of problems as underlining causes is identified and corrected
- Receiving, logging, assignment, categorisation and prioritization of calls, as well as timely closure of calls by support teams reported at the Service Desk.
- Providing first line support or initial diagnoses on incidents as per defined criteria.
- Primarily answer inbound calls and respond to user requests and incidents
- Identify and escalate incidents requiring urgent attention.
- Follow-up on calls and feedback to users.
- Ensure that calls are resolved in accordance with the requirements of the relevant Service Level Agreement.
- Run reports and perform trend analysis to identify issues of common nature and identify possible problems for further investigation by Technical IT Support Teams.
- Produce and maintain Service Desk standards, knowledge base, procedures, guidelines, runbooks and system documentation relating to Service Desk products and tools.
- Implement and support Service Management systems and tools as a source of enablement to access information or details such as incident, problem, and request information.
- Effectively deal with complaints and escalations reported by IT End Users Service Improvement identification, as a means to increase service quality.
- Monitor and improve IT user satisfaction with quality of services delivered.

#### **Competencies and skills:**

- Outstanding communication skills
- Able to work under pressure
- Self-driven and goal focused
- Customer focused and team player
- Attention to Detail
- Proven interpersonal skills

Our firm values diversity, and excellence and is committed to the realisation of these across all operations and investment activities. If you are dynamic, resilient, agile, disciplined and willing to be part of a team that is focused on creating meaningful change, you are welcome to submit your application for this position.

**Closing Date: 20 August 2025**

**\* Grade Range:** The grade range for this position is from C1 – C5, commensurate with applicable minimum requirements.

**The PIC is an equal opportunities employer, aligning appointments with the PIC Employment Equity plan.**

Please forward a copy of your comprehensive curriculum vitae to: [Recruitment1@pic.gov.za](mailto:Recruitment1@pic.gov.za)

**Privacy Notice:** *By submitting your application, you consent to the PIC processing your personal information as per applicable laws and the PIC Privacy Policy available on the PIC website ([www.pic.gov.za](http://www.pic.gov.za)). You are free to withdraw your consent at any time, after which, the PIC may cease processing your application.*