

12 September 2019

**The Public Investment Corporation (PIC) invests funds on behalf of public sector entities including the Government Employees Pension Fund. The organisation is the largest investment manager in the country and the continent. Applications are invited from dynamic individuals for the following challenging position:**

**Position: Service Desk Administrator**

**(Ref: SEDEAD003)**

**Job Grade: C3 – C5**

**Salary:** All-inclusive remuneration package negotiable

**Centre:** Public Investment Corporation, Pretoria

**Requirements:**

- Tertiary education in Information Technology
- At least 3 years of experience as a service desk agent
- Knowledge of MS Office
- Logging system work experience (system similar to Remedy or Microsoft System Center Service Manager)
- Experience with working in an IT department

**Duties:**

- Providing first line systems support.
- Primarily answer inbound calls and respond to user requests and incidents
- Writing, editing, and revising training manuals for new and updated software and hardware
- Accurate call logging and routing
- Follow-up on calls and feedback to users.
- Service Improvement identification, as a means to increase team performance and service quality
- Active contribution to Service Desk Team meetings where you deliver valuable input based on your operational experience
- Identify and escalate situations requiring urgent attention
- Running reports to analyse common complaints and problems

- Ensuring that calls are resolved in accordance with the requirements of the relevant SLA.
- Achieving Customer Satisfaction through a Service-oriented attitude

**Key Competencies:**

- Excellent telephone etiquette
- Good communication Skills
- Able to work overtime when needed
- Ability to work under pressure
- Ability to multi-task
- Problem analysis
- Able to work unsupervised
- Customer focused and team player
- Attention to Detail
- Interpersonal Relations
- Time Management skills and the ability to prioritize tasks

**With the PIC having topped the R2 trillion marks in assets under management and in the process of entering the global investment market, it is the best asset manager any serious professional would want to be associated with. It is also one of the better places from which one can serve South Africa.**

**Closing Date: 18 September 2019**

**PIC is an equal opportunities employer.**

Please email a copy of your comprehensive CV to [Recruitment1@pic.gov.za](mailto:Recruitment1@pic.gov.za)

**\* Grade range is from C3 – C5 commensurate with applicable minimum requirements**