

VACANCY

IT HELPDESK OPERATOR - HEAD OFFICE - DURBAN

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy

CORE PURPOSE OF THE JOB

To provide efficient and effective technical support to all banking staff and customers by resolving IT-related issues, ensuring smooth operations and minimizing downtime.

MAIN FUNCTIONS OF THE JOB

Technical Support

- Troubleshoots and resolves IT issues for staff and customers to maintain operational efficiency.
- Installs, configures, and upgrades software and hardware to ensure compatibility with existing systems.
- Maintains and updates documentation on IT processes and issues to ensure accurate records are kept.
- Monitors IT systems and networks to detect and mitigate potential issues.
- Respond promptly to user inquiries via phone, email, and helpdesk system.
- Guide users through step-by-step solutions, either in person or remotely.

Customer Service

- Communicates with staff and customers to provide timely updates and resolutions to their IT queries.
- Educates users on best practices for IT system usage and security to prevent future issues.
- Logs and tracks all incidents and requests to ensure a comprehensive support history.
- Professional demeanour and positive attitude.

System Maintenance

- Performs routine maintenance and updates on IT systems to ensure optimal performance.
- Collaborates with the IT team to implement system improvements and upgrades.
- Ensures compliance with IT policies and procedures to maintain data security and integrity.

Reporting

- Generates and analyses reports on IT support activities to identify trends and areas for improvement.
- Provides feedback to the IT Helpdesk Manager on recurring issues and potential solutions.

QUALIFICATIONS

- Diploma or Degree in Information Technology, Computer Science, or a related field
- Relevant certifications (e.g., CompTIA A+, ITIL Foundation) are advantageous

PREFERRED EXPERIENCE

- Minimum of 2-3 years in an IT support role, preferably within the banking industry
- Experience with IT service management tools and systems

KNOWLEDGE

- Understanding of IT support processes and best practices
- Familiarity with banking IT systems and software
- Knowledge of cybersecurity principles and data protection

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to stephanie@albaraka.co.za