

JOB TITLE – CASEWARE WORKING PAPERS SUPPORT GRADUATE

Position reports to: CaseWare Working Papers Support Team Leader
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of the CaseWare Working Papers Graduate role is to provide technical software support to customers that utilise the CaseWare product offering, Drawing on your accounting and auditing knowledge. The role is responsible for client success and retention through enabling clients to effectively and efficiently use the CaseWare Africa product offerings so that clients are able to service their clients.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Case & Call Management

- Deliver support across various channels on all licensed clients to successfully ensure resolutions to all cases;
- Manage cases in accordance with Service Level agreement, process and procedures;
- Enable client success by directing client or product escalations to the correct channels to ensure end to end resolution; and
- Identify and cascade themes or trends relevant to our products and services to the correct channels.

b) Stakeholder Management

- Enable client satisfaction by making pro-active support calls;
- Develop knowledge resources to enable knowledge sharing with the team and clients; and
- Achieve active engagement/participation during all knowledge sharing sessions.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed or completing a B.Com degree / National Diploma (Minimum NQF Level 6), with a minimum of 2nd year Accounting as a subject.
- Excellent academic achievements within the specified qualification.



DESIRED SKILLS AND QUALITIES

KNOWLEDGE

- Good understanding of auditing and financial environment and processes
- Highly computer literate with an interest in Software and IT

SKILLS

- Technical troubleshooting and problem-solving skills;
- Communication skills (verbal and written); and
- Microsoft Office.

ATTRIBUTES

a) Personal Attributes and Qualities

- Focused, customer and results oriented, driven by excellence;
- Effective communicator at all levels;
- Ability to work in a fast-paced, high pressured and collaborative environment;
- Ability to effectively manage time, prioritize tasks and learning as well as work within deadlines with little supervision;
- Good interpersonal and ability to collaborate with others;
- Demonstrate ability to show initiative;
- Great attention to detail.

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,



Support Manager

13 January 2021

Date

CWWP Support Graduate

Date

