

JOB TITLE – PRACTICE MANAGEMENT SUPPORT GRADUATE

Position reports to: Practice Management Support Team Leader
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of the Practice Management Support Graduate role is to provide technical software support to customers that utilise the Practice Management product offering. 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 an IT related B. Tech/ B. Com/ B.Sc. degree or National Diploma (Minimum NQF Level 6); and
- Excellent academic achievements within the specified qualification.



DESIRED SKILLS AND QUALITIES

KNOWLEDGE

- LAN and WAN networking knowledge;
- Technical computer knowledge (SQL, Networking, Operating Systems).

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



Date

30 June 2021





Practice Management Support Graduate

Date

