

JOB TITLE – TECHNICAL & CHAMPION SUPPORT CONSULTANT

Position reports to: Technical & Champion Support Team Leader
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of the Technical & Champion Support Consultant role is to provide second and third-line technical software support to achieve client success and retention.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Case 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;
- Identify and cascade themes or trends relevant to our products and services to the correct channels; and
- Establish targets to spur performance and to measure effectiveness.

b) Stakeholder Management

- Enable client satisfaction by making pro-active support calls;
- Develop knowledge resources to enable knowledge sharing with the team and clients;
- Achieve active engagement/participation during all knowledge sharing sessions; and
- Identify and document observations and findings in formal reports for submission to relevant stakeholders.

c) Defect Management

- Manage a wide complexity range of requests and incidents;
- Interact with Product and Development teams in reporting and documentation of defects and enhancement requests; and
- Participate in the delivery of solutions and projects such as needs analysis, documentation, script development, testing, and installation / implementation tasks of a technical nature.

d) Product & Service

- Oversee complete resolutions on all reported cases for the relevant products; and
- Partner with Product and development teams to assist with testing operations and releasing of relevant products.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Post-Matric qualification. Completed BCom Accounting / Information Technology degree (Minimum NQF Level 6).
- Excellent academic achievements within the specified qualification (Please note that academic transcripts will be requested).
- A minimum of 18 months in a software support or a software technical support role.
- Experience with CRM systems (Salesforce.com an advantage).
- Support methodology training (ITIL, 6 Sigma) a plus;
- CaseWare Working Papers Experience.

DESIRED SKILLS AND QUALITIES

KNOWLEDGE

- Good understanding of auditing and financial environment and processes.
- Highly computer literate with an interest in Software and IT.
- Demonstrated skill and experience with VB and/or VB script, or similar.
- Experience troubleshooting Client Server and Web Client applications.
- Understanding of database platforms, data analysis and retrieval.
- Basic understanding of load and performance testing.

SKILLS

- Technical troubleshooting and problem-solving skills.
- Communication skills (verbal and written).
- 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.
- Good time management and priority handling.

APPROVAL

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

Support Manager

Date

Technical & Champion Support Team Leader

Date

