



## Technical Support Resource Scheduler – Cape Town

Netsurit offers managed IT services and consulting for a wide range of clients globally. Our head office is in Johannesburg, we have offices in the US (New York & New Jersey) and offices in Cape Town and Durban. This geographic diversity allows us to offer true 24/7 support and other Managed IT Services to our clients.

While the best award we can receive is the loyalty of our clients and staff, Netsurit has been consistently recognised as a leader in the managed IT services industry. Netsurit have been ranked annually in the MSP 501 survey since 2009, we are also one of the leading Dell partners in South Africa and a Microsoft Gold Partner.

We are currently looking for a Technical Support Resource Scheduler to join our Cape Town team.

Check out our website: <https://www.netsurit.com>

### Requirements:

The **Technical Support Resource Scheduler** must have at least 3-4+ years' experience in the IT industry with an excellent understanding of the ITIL framework and ITSM systems. Communication skills are crucial for interacting with technical support staff, managers, clients, and other stakeholders. A candidate with both the attitude and aptitude will succeed in this role. The candidate must have a love for technology, have strong time management skills and display an eagerness learn and grow within the Netsurit team. A positive attitude and sense of humor is required.

### Duties and Responsibilities:

The candidate will be responsible for ticket management, scheduling of technical resources. Duties included but not limited to:

- Monitor and manage the incoming ticket queue in the ITSM system.
- Ensure tickets are handled within the defined SLA response and resolution times.
- Monitor and track ticket progress to ensure timely resolution and customer satisfaction.
- Balance the workload among support staff
- Adjust schedules as needed to accommodate changing priorities and resource availability.
- Maintain and update the support team calendar, coordinate, and communicate schedule changes to the team members.
- Maintain a 24/7 support calendar to ensure adequate coverage at all times.
- Gather performance data and generate monthly reports on team performance metrics.
- Manage the leave roster by tracking and approving time-off requests.
- Attend meetings related to technical support operations and record accurate meeting minutes.
- Track and manage cross billing activities between the technical support team and other internal departments.
- Project registration and documenting signoffs to maintain records for future reference and compliance.
- Attend weekly / monthly support, projects & company meetings.

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**Required:**

- Matric
- ITIL Foundation Certification
- Basic IT Support / IT infrastructure knowledge
- Good knowledge of greater Cape Town area and understanding of Google maps
- Proficiency in Microsoft Word, Excel, Outlook & Teams
- Strong communication skills, both verbal and written, are essential.
- High level of organization
- Self-motivated and team-oriented
- Ability to fulfil the company's standards and values when performing tasks.