



IT 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 an IT Support Resource Scheduler to join our Cape Town team.

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

Requirements:

The **IT Support Resource Scheduler** must have at least 3-4+ years' experience in the IT industry with a basic understanding of the ITIL framework and ITSM systems. 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. Netsurit employees know that we are all in this together and work is an important part of life so it should be fun. 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:

- Daily ticket queue management via our ITSM system
- Ticket management according to SLA response and resolution times
- Scheduling of tickets and technical resources based on priority
- Manage the team calendars
- Manage and update the 24/7 support calendar
- Day to day administration and document management for support staff
- Update and manage the team Skills matrix
- Create and consolidate monthly BSC reports (monthly team performance management reports)
- Manage training, exam and leave roster
- Able to take meeting minutes
- Manage cross billing to internal departments

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Exco Members: Orrin Klopfer (CEO), Brian Cooper (Group MD), Henry Swanepoel (CFO), Louis de Klerk (CIO), Eugene Perumal (MD – Netsurit SA), Dean Lentz (MD – Netsurit NY), John Iaccarino (MD – Netsurit NJ), Andrew Cohen (MD – Netsurit Automate), Louwki Coetsee (Group VP – Sales & Client Value), Shaun Davis (CSO), Hud Krause (Executive - Professional Services), Nicolas Hocquet (Executive - Managed Services), Barbi Goldblatt (Executive – Cape Town Region), Dewaldt Du Plessis (Account Executive), Sharon-Lee Bloem (Professional Services Manager), Steven Grobler (Director of Technical Services – NY), Riaan Davis (Executive – Technology, Partnerships), Sarika Thakor (HR Manager)

One together. netsurit.com



- Attend weekly / monthly support, projects & company meetings
- Scheduling internal and external meetings as required
- Sending meeting minutes to all stake holders/meeting participants

Required:

- Matric
- ITIL Foundation Certification
- Basic IT Support / IT infrastructure knowledge
- Good knowledge of greater Cape Town area and understanding of Google maps
- Skilled in Microsoft Word, Excel, Outlook & Teams
- Excellent communication skills in customer service
- Highly organised individual that can work on their own and as part of a team
- Ability to fulfil the company's standards and values when performing tasks