**The University of KwaZulu–Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representation within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.**

**INFORMATION AND COMMUNICATION SERVICES**

**INSTITUTIONAL PLANNING AND GOVERNANCE DIVISION**

**PRINCIPAL ICT SUPPORT CONSULTANT – END-USER SUPPORT X3**

**(PEROMNES GRADE 07)**

**ALL CAMPUSES**

**REF NO.: ICS 02/2023**

1. **PURPOSE OF THE JOB:**

The purpose of a **Principal Support Consultant** is to implement, monitor and control Information and Communication (ICT) support services to end users (ICT Customers) through a customer-focused approach that seek to provide value to the customer and build customer relationship. Support services include software and hardware support which are delivered through Expert Desk (Call Centre), Field Work, and Service/Walk-in Centres. The **Principal Support Consultant** is also responsible for the formulation and execution of user training plans.

1. **DUTIES AND RESPONSIBILITIES(KPA’S)**
   1. **ICT Service Management –** 
      1. Resource Planning and Allocation:
2. Design and implement staff rotational schedules. Monitor workload, manage time, and prioritize and allocate logs not resolved by first-line support.
3. Manage workload on the expert desk, field, and walk-in center teams.
4. Participate in reviewing and setting service level agreement (SLA) targets.
5. Participate in the review of IT product and service catalogs.
   * 1. Incident Management and Troubleshooting:
6. High-level understanding of analysis and troubleshooting, and resolving incidences.
7. Setup and configure ICT equipment, including computers, audio visual, printers, routers, network points, network switches, Wi-Fi access points, surveillance cameras, telephony system (PABX), etc.
8. Install and configure systems and applications in support of user operations.
9. Ensure incidences are correctly captured, resolved, and closed.
10. Handle complex and high-priority incidents, and resolve customer complaints.
11. Manage escalations and ensure that they are resolved and closed.
    * 1. Service Performance Monitoring and Control:
12. Ensure user support operations are running smoothly.
13. Monitor service performance by identifying incident records on the verge of falling outside of the service level agreement (SLA) targets and ensure corrective action is taken.
14. Ensure that high-priority incidents, such as cybersecurity-related incidents, are escalated accordingly.
15. Monitor staff performance against SLA targets and implement corrective action.
16. Close resolved calls by conducting sample verification with customers.
17. Perform periodic user feedback reviews and ensure corrective action is taken to address negative feedback.
    1. **Customer/Stakeholder Relationship Management and Consulting –**
    2. Participate in setting up periodic customer satisfaction surveys.
    3. Perform quality assurance by conducting regular sample reviews of customer satisfaction feedback.
    4. Proactively identify customer needs, evaluate requirements, and recommend solutions.
    5. Represent ICS in customer engagement forums when required.
    6. Consult with Client base and expert partners on various aspects of service management and related technical platforms.
    7. Liaise with 3rd party suppliers when needed to resolve problems.
    8. Contribute to sectional and divisional Operational and Capital Budget requirements.
    9. Participate in procurement and tendering processes.
    10. **Leadership, Project Management & Research –**
18. Provide leadership, guidance, and mentorship to team members.
19. Takes overall responsibility for the customer support stream in which he/she is the leading expert.
20. Participate in developing or reviewing service management frameworks, methodologies, and standards as per the industry best practice and enforce compliance.
21. Participate in the development/review and/or oversee the implementation of customer support services processes and standard operating procedures (SOP).
22. Enforce compliance with SOP and SLA targets.
23. Manage project deliverables and work packages to ensure they are delivered within schedule, budget, and quality.
24. Interacts with other specialists in different domains to ensure a coherent and comprehensive approach to complex problems.
25. Facilitate effective mentorship training programs for team members and the user base.
26. Design and provide in-house training to departmental staff when necessary.
27. Motivate staff to achieve higher levels of customer service.
28. Conduct staff performance contracting and reviews.
29. Keep abreast of industry developments and trends and provide a business value proposition for adopting technologies.
30. **THE INCUMBENT WILL REPORT TO THE MANAGER: USER SUPPORT.**
31. **MINIMUM REQUIREMENTS:**
    1. Matric and relevant three (3) year qualification in Information Technology (IT) OR Information Management or Information Systems or Engineering qualification at least NQF Level 6.
    2. A minimum of seven (7) years of ICT experience, of which at least five (5) years must be in ICT Customer Support Services or ICT Service Management or ICT User Support.
    3. Strong technical experience in support of ICT software and hardware products.
    4. Strong technical knowledge and understanding of service management frameworks such as ITIL.

**Requests for the job profile may be directed to Ms. Tirhani Baloyi by emailing** [**recruitment-tb@ukzn.ac.za**](mailto:recruitment-tb@ukzn.ac.za)**. Appointment to this post will be on the January 2018 Conditions of Service. The remuneration package offered includes benefits.**

**The closing date for receipt of applications is 08 September 2023. To apply please click on the link** <https://ukzn.ci.hr/applicant/index.php> **OR** **copy this link to Microsoft Edge website.**

***Kindly note that the University of KwaZulu-Natal (“the University”) is required to process any Personal Information (as defined by the Protection of Personal Act, 2013 “POPIA”) submitted by candidates when applying for positions at the University. The provision of Personal Information is a requirement in terms of the University’s recruitment and selection process. The retention of any personal information results from the University being bound by legislative requirements and/or good governance practices, as well as record keeping for statistical purposes. The University will endeavor to ensure that the appropriate security measures are in place and implemented for both electronic and paper-based formats that are used for processing the personal information recorded through this recruitment and selection process.***