

Job Title: Graduate Systems Support Analyst
Accountable to: Customer Support Manager
Based: Midrand
Salary: Market related
Contract type: Fixed Term (12 months)

Overview:

The System Support Analyst is responsible for providing technical support and troubleshooting assistance to end-users within an organisation. They play a crucial role in ensuring the smooth operation of computer systems, software applications, and related infrastructure.

Key responsibilities:

- Provide technical support and troubleshooting assistance to end-users regarding hardware, software, and network-related issues.
- Respond to user inquiries and helpdesk tickets in a timely and professional manner, ensuring excellent customer service.
- Install, configure, and maintain computer systems, software applications, and peripheral devices.
- Collaborate with cross-functional teams to identify and resolve system issues, applying best practices and adhering to IT policies and procedures.
- Conduct system testing and quality assurance to ensure optimal performance and reliability.
- Assist in system upgrades, migrations, and deployments, ensuring minimal disruption to operations.
- Develop and maintain documentation, including user guides, standard operating procedures, and knowledge base articles.
- Stay updated with industry trends and advancements in technology, providing recommendations for system improvements and enhancements.
- Conduct user training sessions to promote efficient and effective system usage.

Behavioural Skills:

- Knowledge of helpdesk ticketing systems and remote support tools.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and interpersonal skills, with the ability to effectively interact with end-users at all levels.
- Detail-oriented and organised, with the ability to prioritise tasks and manage multiple assignments simultaneously.
- Ability to work independently and collaboratively within a team environment.
- Flexibility to adapt to changing priorities and handle urgent situations.

Qualification and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Strong technical knowledge and experience in supporting computer systems, networks, and software applications.
- Proficiency in operating systems such as Windows, macOS, or Linux.
- Familiarity with networking protocols and concepts.

Job Description:

Please note that this job description does not include all duties, responsibilities or qualifications associated with the job. Additional duties may be assigned as required.

Career Development within Boxfusion:

- Entry-Level Support Analyst
- Senior Support Analyst
- System Administrator/Engineer
- IT Specialist/Consultant
- IT Management

Application Process:

We know a CV doesn't tell the full story, so our process includes a short set of practical assessments to better understand your strengths and fit for this role.

You can expect assessments covering:

- Communication
- Customer Success Representative (SaaS)
- Problem Solving
- Attention to Detail (Textual)
- Big 5 (OCEAN) Personality Test

Total estimated time: ±50 minutes

Please ensure you complete assessments in one sitting using a stable internet connection.

Link to assessments: <https://app.testgorilla.com/s/adk5wj5l>

We're looking forward to getting to know the real you — beyond your CV. Good luck!

Important: Please complete the assessments in one sitting using a stable internet connection. Avoid copying and pasting; the system includes proctoring features that may flag irregular activity.