

8 REASONS TO JOIN OUR TEAM

1

Great Career Opportunity

We think like a successful start-up that always finds new opportunities to grow and develop our expertise. Our team members love to take on new challenges and seek resources to advance their work and careers.

2

We're smart

With deep innovative talent we succeed in solving complex problems and developing innovative solutions. We don't apologise for being the brightest sparks in the room.

We Win

We dominate our market because we have the best technology in the industry combined with some of the best brains in the world.

3

Remarkable Colleagues

We are team players and enjoy working together. We embrace our diversity and the excellence that accompanies striving beyond the normal. We have fun but never lose focus of our objectives.

4

5

Big Brand Clients

Our technology is used by over 90% of Fortune 500 to help them deliver strategic business value and tangible results.

6

Learning Opportunities

Career development is important. We help you build your skillset by providing in-house training as well as support external training and development.

Global Footprint

We provide opportunities to work with global clients and staff.

7

Amazing Technology & Tools

We have a passion for continuous improvement. New ideas, tools and technology spread through the company fast. We welcome experimentation and encourage risk. This is how some of the best innovations are born

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Galvanize Support Consultant

Join our team as a Support Consultant and become a crucial part of our customer success by utilising your technical knowledge to support the dynamic Galvanize data analytic solutions in client's environment. The support consultant is responsible for providing solutions to any telephonic and email support queries from customers.

Reason for vacancy:	Promotion
Reporting to:	Technical Manager
Management level of role:	This is not a management role
Working environment:	Fast-paced, dynamic office environment. The role is office based with some ad-hoc travel required.
Working hours:	8:30am to 17:00pm. Overtime will be required

Key deliverables and weighting

- Support Delivery (40%)
 - 98% Ratio of resolved to new issues
 - Availability of the call desk
 - Adherence to SLA
 - Response time
 - Contact clients with case feedback
 - Quality of logged cases
 - Ownership of cases
- Customer Satisfaction (30%)
 - 50% of customers given satisfied/unsatisfied survey
 - Positive responses from customers
 - Exceptional feedback from peers
 - 80% of customers returning a satisfied result
- Learning and Development (30%)
 - 6x Knowledgebase articles per quarter
 - Quarterly Cases report
 - 1x Training event hosted (Breaking Barriers)
 - Buy-in or implementation of innovation within SurTech
 - Applied learning in the workspace
 - "Train the Trainer"

Technical knowledge, skills & abilities

- Technical troubleshooting skills – Operating System and 3rd party applications
- Software installation knowledge
- IT-orientated and technology-savvy
- Must have/show interest in the auditing environment

Behavioural, soft competencies & skills

- Strong work ethic



- Team player
- Attention to detail and a passion for accuracy
- Aptitude to learn new software quickly
- Desire to exceed customer expectations
- Ability to work under pressure and strict deadlines
- Ability to work independently and self-manage
- Ability to prioritize and remain focused on the job at hand
- Ability to take direction
- Display professional business etiquette
- Ability to clearly communicate and manage client expectations
- Excellent ability to develop strong client and stakeholder relationships.
- Self-starter who is pro-active and can both identify project risks and address these successfully

Education & qualifications

- Completed BSc in IT / Information Systems or similar tertiary qualification
- Galvanize Certification (desirable requirement)

Details of experience

- 2 years' technical support experience in an IT environment
- 1-year data analytics solution experience
- Computer literacy with MS office skills (Excel, Word and Power Point)
- A+ and N+ highly desirable
- Python/SQL desirable

What would make the applicant successful in the role?

- Increasingly work independently
- Ability to converse with customers around their functional requirements
- Achieving good customer feedback
- Absolute thoroughness and attention to detail
- Independent, relaxed, high pressure, project driven environment

We are committed to employing based solely on MERIT, irrelevant of gender, religion or race

For more information, or any questions contact Tamsin Jatho, tamsinj@surtech.co.za



PEOPLE MATTER



RESPECTING EACH INDIVIDUAL
AND THEIR CIRCUMSTANCES

PRECISION



TWO WAYS TO DO THINGS:
THE RIGHT WAY OR AGAIN!

INTEGRITY



DOING THE RIGHT THING, EVEN
WHEN NO-ONE IS WATCHING.

CANDIDNESS



HONEST, FRANK AND OPEN
COMMUNICATION, WITHOUT FEAR.

MERITOCRACY



WHERE THE BEST PEOPLE
AND IDEAS WIN