

DEPARTMENT OF PUBLIC WORKS AND INFRASTRUCTURE



The Department of Public Works is an equal opportunity, affirmative action employer. The intention is to promote representativity in the Public Service through the filling of these posts and with persons whose appointment will promote representativity, will receive preference.

HEAD OFFICE APPLICATIONS: Post: The Director-General, Department of Public Works and Infrastructure, Private Bag X65, Pretoria, 0001 or Hand-delivery: The CGO Building, Corner Bosman and Madiba Streets, Pretoria. For Attention: Ms. N.P. Mudau.

SERVICE DESK AGENTS: INFORMATION TECHNOLOGY SYSTEMS OPERATIONS (21 POSTS) (36 MONTHS CONTRACT) REF NO: 2022/132

SALARY: R 176 310 per annum

CENTER: Head Office (Head Office)

JOB PURPOSE: To intercept service desk calls for the department's internal and external clients, provide first line support and routing them to both ICT and Business units.

REQUIREMENTS: Senior Certificate/Matric or equivalent NQF Level 4 qualification. Minimum of 12 months completed learner ship or internship programme or exposure in a customer service, ICT or Facilities Management environment. Training on Telephone etiquette, Customer service and PFMA will be added advantage. Computer skills such as an understanding of Ms Word, Excel, internet browsing, tasking and email. Good verbal communication and listening skills. Typing skills with knowledge of Call Logging systems. The candidates should be prepared to work shifts and week-ends.

DUTIES: Answer and/or make calls (inbound and/or outbound) and respond to emails. Handle customer (internal & external) inquiries both telephonically and by email. Research required information by clients (internal/external) using available resources. Manage and resolve customer (internal & external) complaints/queries/FM service requests, IT related faults etc. Enter and update new customer information into appropriate systems. Process orders, forms, applications and calls on relevant systems. Identify and escalate priority issues/queries according to available Call Centre and Facility Management business processes. Assign or route calls to appropriate resource. Follow up customer calls where necessary. Update all call information on relevant systems according to Call Centre standard operating procedures. Complete and/or close call logged on system as well as update with appropriate comments.

ENQUIRES: Ms. L Skhosana, Tel: (012) 406 1286 / (012) 492 2317

Please note: The successful candidates will be subjected to a security screening (pre-employment screening and security vetting).

Note: The Department of Public Works is an equal opportunity, affirmative action employer. The intention is to promote representativity in the Public Service through the filling of vacant posts, and persons whose appointment will promote representativity, will receive preference. An indication by candidates in this regard will facilitate the processing of applications. If no suitable candidate from the unrepresented groups can be recruited, candidates from the represented groups will be considered. Kindly take note that with effect from 01 January 2021 DPISA approved the new Z83 application form, you are all requested to use it and failure to use the new Z83 application form your application will be disqualified, obtainable from any Public Service department, Advertisement and accompanying notes must be clearly capture the requirements for the certification to reflect that applicants must submit copies of qualifications, identity documents, and driver's license (Where applicable) and any other relevant documents, such copies **need** not to be certified when applying for the post. Communication from the HR of the department regarding requirements of certified documents will be limited to shortlisted candidates. Applications not complying with the above will be disqualified. Should you not hear from us within the next two months, please regard your application as unsuccessful. No faxed or e-mailed applications will be accepted. NB: It is the responsibility of all applicants to ensure that foreign and other qualifications are evaluated by SAQA. Recognition of prior learning will only be considered on submission of proof by candidates. Kindly note that your appointment is subjected to verification of qualifications and a security clearance. Application must reach us by no later than 16h00 of the closing date. Application received after the closing date will not be considered. Please forward your application, quoting the relevant reference number, to the address mentioned.

Closing Date: 16h00, 25 March 2022



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA