

End-User Support Engineer – JHB

What we do:

Innervation PAN African Payments is a leading PCI-compliant payment and switching business with over 20 years domain experience in providing streamlined, integrated payment solutions and value-added services to all tiers of retailers, as well as the broader financial services sectors in South Africa, Lesotho, Swaziland, Namibia, Botswana, Zambia and Kenya.

Our Vision:







To be the preferred provider and enabler of innovative payment, customer engagement and value added services to retail, financial services providers and mobile network operators in Africa, primarily by utilising our own enablement IP for transaction acquisition and omnichannel integration, that adds value to our customers and their consumers alike.

Our Focus:

We are focused on the following Payment and Value Added Services across all channels:

- Payments
 - Card transaction processing and switching (integrated / standalone terminal)
 - Alternative payments – Mobile / QR etc
 - Compliance based payment solutions
 - Payment Insights
- Customer Engagement: Gift Card, Virtual Vouchers & Loyalty, e-Receipting, Shopper Marketing & Insights
- Commodity VAS: Airtime & Virtual Products
- Recon and Settlement
- Card and Account Management

What we believe in:

-  Teamwork
-  Integrity
-  Learning
-  Accountability
-  Innovation
-  Fun

Job Description

Responsible for providing end-user IT support to internal staff. To assist in resolving day to day IT support calls logged by Adumo staff members. To determine the cause of issues through fault finding and investigation and then involving the IT department or third parties' providers to resolve the issue and to follow up on the resolution to ensure that there are no further issues.

Duties

Technical expectations

- Install, configure, test, and Support laptop ,office IT (printers, wireless access) and desktop environment across all Adumo users
- Support end-user smart device synchronizations with Business applications
- Configure and Support the telephony(VoIP) system (softphones or physical handsets)
- End user account support (e.g. reset passwords, unlock accounts etc)
- Support of boardroom web conferencing systems
- Configure and manage end-user devices according to internal standards.
- Responsible for end-user computer patching using an automation tool as well as monitor the end-user anti-virus.
- Remote troubleshooting and fault finding to end users.
- Manage the office IT asset register
- Monitor end user administration tools such Anti-virus, Risk Intelligence tool, Patch management tool and provide daily/weekly checklist reports

Customer and inter-team expectations

- Collaborate with office IT suppliers to schedule repairs.
- Daily Journal updates and follow up on calls logged
- Ensure all workflow is recorded in Synergy / IT Helpdesk
- Assist the Infrastructure and Networking team with any IT related initiatives or challenges as required.

General expectations

- Be accountable for end-user IT support
- The individual will be expected to be available afterhours for escalation's or to complete tasks
- The individual will be expected to work standby on a rotational basis.

Key skills and experience:

- Matric (NQF Level 4)
- A+ and N+
- MCSE
- End User Computing – understanding OS (Microsoft and Apple Mac)
- Basic to intermediate understanding of networks
- Troubleshooting Desktop related hardware and software issues
- Hardware and Software installations
- Telephony(VoIP) knowledge
- Office 365 / GSuite
- Video Conferencing (MS Teams, Zoom, Hangouts)
- 2-3 years' experience (desired)
- Salesforce experience would be advantageous

The Package

- Market related dependant on experience and qualifications.

Additional Requirements

- Based at Head Office in Bryanston, Gauteng and willing to travel.

Contact

Suitably qualified applicants are requested to submit a detailed CV by email to humancapital@innervation.co.za. Kindly note that only short listed candidates, who meet the position requirements, will be invited to participate in an interview.