VACANCY ADVICE
TECHNICAL SUPPORT ANALYST

Sun Slots Shared Services (RF) (Pty) Ltd would like to recruit a Cape Town based Technical Support Analyst in their Technical Support Department. This position reports to the Technical Support Manager.

RESPONSIBILITIES OF THE POSITION INCLUDE BUT ARE NOT LIMITED TO:

- Trains, encourages, coaches and develops staff (in conjunction with management team)
- Develops and improves the Technical Support Training Program
- Perform quality assurance monitoring of technical support functions in line with best practice, including call assessments, written communication and administrative tasks to assess Agent performance and ensure customer satisfaction, and provides feedback to the team
- Analyse and compile technical statistical reports
- Develop and maintain processes and procedures
- Develops and maintains a procedure manual for all the required reports
- Perform system administrator functions for Technical Support Systems, including Microsoft Dynamics CRM
- Fulfils a stand-in supervisory function to the team when required
- Provides on-job-training and coaching

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE REQUIRED:

- Grade 12.
- English, with a second and/or third language would be advantageous.
- Advanced Microsoft Excel skills
- 1-3 years' experience training Contact Centre Agents
- 1-3 years' experience performing quality control assessments and coaching agents
- Reporting and statistical data analysis
- Experience in Contact centre systems and trends
- The ability:
  - To source, collate and analyze data.
  - To collect Information
  - To work under pressure in a contact centre environment
  - To evaluate Information
  - To control – Measuring Results
  - To control – Managing Customer & Stakeholder Relationships
  - To implement – Assuring Quality
  - To influence – Coaching & Developing

Interested parties should email a detailed CV to recruit@sunslots.co.za by close of business on Monday, 21 June 2021.

Sun Slots strives to be an equal opportunity company and preference will be given to candidates who meet our EE requirements.