

1. SUMMARY OF OVERALL JOB ASSIGNMENT

This job is to provide first and second level IS/IT support to all users in the Knauf Plasterboard BU. Log and manage user call queues. Communicate effectively status of user calls. Adhere to IS Standards and Policies and lead by example in this area.

2. POSITIONING AND JOB DIMENSION WITHIN THE ORGANISATION

The IS Support Officer role is part of the Information Systems (IS) department which is in turn part of the Finance & Administration team...

This requires the ability to communicate effectively with all company personnel, external consultants and suppliers to ensure all activities, support and advice required, is given in a timely fashion.

3. MAIN ACTIVITIES / RESPONSIBILITIES

Responsibilities

- Provide first level and second level IS support to all networked users.
- Maintain Helpdesk reporting tool
- Provide a reliable and stable standard operating environment (SOE) on notebooks and desktops
- Ensure all IS Helpdesk documentation is current and available
- Ensure software installed is approved and licensed
- Conduct user training, where required
- Adherence to IS Helpdesk Support Roster
- Provide first level support for videoconferencing
- Ensuring Daily Site Backup and Tape Returns schedules are accurate and reliable

Activities

- Engage in monthly IS Meetings/Whiteboards
- Contribute to IS Monthly Report
- Ensure all hardware and software registers are accurate
- Co-ordinate hardware repairs
- Participate in imaging of desktops and notebooks
- Participate in IS Projects
- Assist in managing the IS Helpdesk Call logging and resolution process
- Assist in conducting timely and accurate hardware and software audits
- Co-ordinate supplies and returns of mobile devices
 - Active implementation of Knauf's occupational health and safety policy
 - Commitment to Knauf Code of Conduct
 - Other duties and activities as assigned from time to time

5. MINIMUM COMPETENCIES REQUIRED FOR THE JOB

Professional and/or technical competencies:

- Min 1 year in Helpdesk role
- Exposure to XP, Win 7, MS Server 2008,AD, Office 2003/10 Lotus Notes, Helpdesk reporting tool SOE Images

Behavioural and/or managerial competencies:

- Excellent Communicator
- Highly Organised
- Customer focused
- Ability to work to tight deadlines

Linguistic skills: English

<i>Languages :</i>	<i>Basic knowledge</i>	<i>Moderate</i>	<i>Professional Proficiency</i>	<i>Bilingual</i>
1) English	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>