



Job Title

CaseWare Working Papers Senior Support Consultant

Reason for Vacancy

Resignation

Reporting to:

Support Team Leaders; Support Manager



Main purpose of this position

Draw on your accounting knowledge to provide clients with product and technical support both telephonically and via other channels (email, online, web).




Key Deliverables and Weighting

- Ensure a high level of technical and product knowledge within the Support team members as evidenced through turnaround time of issues and ability of the team to resolve issues independently.
- Prioritizing team actions, monitoring team resource to meet SLAs.
- To handle all second level telephonic support queries and cases.
- Communicating the Clients perception of value and quality to the business and identifying:
 - Any defects in the software that result in issues for the clients.
 - Any improvements that could be made to the software itself – its features or functionality – to bring it more in line with what the customer defines as quality or value.
 - Any improvements to the software's inbuilt support functionality that could reduce customer frustration / the need to make a support call.
- Day to day desk management.

- Assist clients primarily with obtaining software codes, installations and registration.
- Provide telephonic support to users experiencing problems using the software the community or inquiring how to use specific features.
- Make pro-active support calls to ensure that all clients are satisfied.
- Assist in testing new software and enhancements and templates.
- Partake in knowledge sharing, and the creation of regular Frequently Asked Questions presentations, and proactively inform team leaders and manager of product and client trends.

Management Level and Details of the Management Component of this role

None

	<p>Technical Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Highly computer literate with some interest in IT. • Good understanding of software environment and processes. • Training will be provided on division’s software packages.
	<p>Behavioral / Soft Competencies, Skills and Abilities</p> <ul style="list-style-type: none"> • Good interpersonal skills and can build rapport with people. • Strong organisational skills. • Stress tolerance. • Must show initiative. • Customer focus. • Ability to meet deadlines and handle pressure. • Excellent communication skills. • Knowledge of support policies and processes.
	<p>Computer skills And knowledge</p> <ul style="list-style-type: none"> • Proficient in MS Office. • Proficient in Software installation.

For more information, or if you have any questions, please contact: Lesego Martins lesego.martins@adaptit.co.za |

Details of Experience:

Essential requirements: At least 18 months working experience in a support role required.

Desirable requirements: Experience in customer support environment.



Education and Qualification

Essential requirements: Completed or completing a BCom degree / National Diploma (Minimum NQF Level 6).
Excellent academic achievements within the specified qualification (Please note that academic transcripts will be requested).

Desirable requirements: Accounting taken as a major subject.

Working Environment & Travel

No travel required.

Working Hours

8:00am to 17:00pm, punctuality is of utmost importance.

What will make the incumbent successful in this role?

The candidate must have strong interpersonal skills, be self-motivated and be a collaborative team player.

Equity Statement?

We are committed to employment equity in our recruitment process. It is our company policy to promote within where ever possible. Therefore priority will be given to our internal applicants if this enables us to achieve our Equity goals.



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