



The South African Health Products Regulatory Authority (SAHPRA), is the National Medicines Regulatory Authority established in terms of the ***Medicines and Related Substances Act, 1965, (Act No. 101 of 1965) as amended***, to provide for the monitoring, evaluation, regulation, investigation, inspection, registration and control of medicines, scheduled substances, clinical trials and medical devices, and related matters in the public interest.

### **SERVICE DESK COORDINATOR**

**Ref No.: SAHPRA 031/2023**

**SALARY: R384 936 – R408 560 p/a (Total cost to company)**

**CENTRE: Pretoria**

#### **REQUIREMENTS:**

- Relevant National Diploma or similar (NQF Level 6)
- At least 2 to 3 years of Service Desk Coordinator experience.

#### **CORE COMPETENCIES AND TECHNICAL PROFICIENCIES:**

Basic Computer troubleshooting skills. \* Ability to diagnose and resolve basic technical issues. \* Willingness to work extended hours as and when required. \* Ability to communicate at all levels. \* Deadline driven. \* Attention to detail. \* Versatility. \* Team player and able to work independently. \* Supervisory skills

#### **DUTIES:**

- Administer and coordinate IT Service Desk (IT Helpdesk) requests, logged incidents, activities and tasks.
- Being responsible for coordinating consistent response, communication and delivery of IT Support and Service requests.
- Open and review Service Desk calls; ensuring the user/requester provides an appropriate level of information.
- Allocate Service Desk Calls to appropriate technician/team and trigger appropriate escalations.
- Ensure that Service Desk Calls are monitored in-line with SLAs and updated efficiently and effectively.
- Proactively communicate with the users in order to provide updates on outstanding incidents and requests.
- Build and maintain strong working relationships with key business users, colleagues, and support bodies in order to provide a professional customer service approach.
- Work positively and communicate professionally across teams in order to make an effective contribution to team tasks and team spirit.

- Pass on any feedback for suggestions by end-users to the appropriate internal team.
- Provide first line technical support by providing telephonic or remote assistance.
- Direct unresolved issues to the next level of support personnel.
- Assist in the investigation and resolution of issues relating to applications to assist the team in providing a high level of customer service.
- Analyse requests and incidents to identify patterns or problems and escalate the 2<sup>nd</sup> linesupport teams.

**INSTRUCTIONS TO APPLICANTS:** All applications must:

- **Be submitted** with a covering letter clearly reflecting the **name of the position and post reference number**, be signed, accompanied by a comprehensive CV, the names of 3 referees and recently certified copies of ID and qualification/s.
- Applications without the afore mentioned will not be considered. Should you be in possession of a foreign qualification, it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA).
- A separate application must be completed for each post. SAHPRA will not be liable where applicants use incorrect or no reference number on their applications.
- Applications must be submitted by email to [recruitment@sahpra.org.za](mailto:recruitment@sahpra.org.za), including the required certified documentation as indicated. **DO NOT MAKE ENQUIRIES TO THIS ADDRESS.**
- No late or faxed applications will be accepted. CV's will not be returned. Applications, which are received after the closing date, will not be considered.
- Further communication will be limited to shortlisted candidates. If you have not received a response from SAHPRA within 3 months of the closing date, please consider your application as unsuccessful.
- It will be expected of candidates to be available for selection interviews on a date, time and place as determined by SAHPRA.

Applicants must note that further checks will be conducted once they are shortlisted and that their appointment is subject to positive outcomes on these checks, which include security clearance, qualification verification, criminal records, credit records, citizenship status and previous employment.

SAHPRA is guided by the principles of Employment Equity. Candidates with disabilities are encouraged to apply and an indication in this regard will be appreciated. SAHPRA reserves the right to fill or not to fill the vacant post/s.

**Enquiries:** Email: [setlola.molepo@sahpra.org.za](mailto:setlola.molepo@sahpra.org.za) (**DO NOT SEND APPLICATIONS TO THIS EMAIL ADDRESS**).

**CLOSING DATE: 25 July 2023 at 16H00.**