

**Position Title:** Junior Technical Consultant

## **JOB PURPOSE STATEMENT**

Netelligent Consulting (Pty) Ltd is a Managed Solution Provider which prides itself in high level of service delivery, dependable & practical advice to our customers and high levels of technical expertise. Our team is agile, passionate and committed to our customers.

Netelligent provides its services to customers via a hand-picked team of passionate technical consultants who believe in the business' approach to service and exhibit talent in the technical space.

The role of a technical consultant at Netelligent is to uphold the business brand and work as a team to deliver high quality, dependable service to customers – assisting with the setup and & maintenance of systems and troubleshooting of technical issues.

## **KEY DELIVERABLES:**

| <b>Key Performance Area:</b> | <b>Duties:</b>                                                                                                                                                                                                                                                                                                        |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical Troubleshooting    | <ul style="list-style-type: none"><li>– Handle technical support for customers (ticket system based).</li><li>– Ensure a closed loop approach to the management of tasks.</li><li>– Service will be provided to customers remotely and onsite.</li><li>– Advisory role to customers and onsite technicians.</li></ul> |
| Systems Maintenance          | <ul style="list-style-type: none"><li>– Execute preventative maintenance activities for customers on technical systems – patching, security review, update firewall rules.</li><li>– Reporting on systems.</li><li>– Maintain system documentation.</li></ul>                                                         |
| Systems Deployment           | <ul style="list-style-type: none"><li>– Set up of software, hardware, cloud solutions for customers in accordance with best practices.</li><li>– Ensure a focus on secure deployments in accordance with business requirements</li></ul>                                                                              |
| General                      | <ul style="list-style-type: none"><li>– Maintain technical certifications.</li><li>– Build relationships with customers and the technical team.</li><li>– Ensure quick turnaround times when communicating</li></ul>                                                                                                  |

## **JOB REQUIREMENTS:**

- Ability to solve technical related support queries.
- Ability to set up and maintain a range of technical systems.
- Ability to advise customers on technical matters.
- General networking skills.
- Vendor Specific Skills.
- Ability to maintain and improve customer relationships.
- Ensure clear, quality communication is always carried out with customers and with the team in keeping with the communication policy (in draft – will be provided).
- Trustworthiness and dependability are critical for this role.
- Ability to work unsupervised.
- Good written and oral communication skills.
- Good time management and priority management.
- Professional, positive working attitude.
- Good presentation skills.
- A passion for great customer service.
- Self-motivated with a desire to learn and grow

These responsibilities are not exhaustive. In this dynamic role as a Junior Technical Consultant, you may be required to perform ad-hoc tasks and adapt to evolving challenges as they arise, ensuring that our clients receive the best possible service and solutions tailored to their unique needs. Your versatility and readiness to address diverse demands are integral to achieving success in this role.



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