

Join Our Innovative Team: Support Engineer

Location: Bedfordview, Johannesburg

Department: Service Delivery/Technical

Occupational Level: Technically Skilled

Reports to: Service Delivery Manager

Work Hours: Monday to Friday, 8:00 AM to 5:00 PM (Flexibility required during peak periods and for projects)

About the Role:

At First Consulting Alliance (FCA), we are driven by a vision to transcend the limitations of traditional service delivery models through strategic automation and innovation. As a Level 2 Support Technician, you will play a pivotal role in bringing this vision to life by resolving customer issues and enhancing our service delivery.

What You'll Do:

- **Technical Troubleshooting:** Utilize our suite of tools to diagnose and resolve issues, embodying our commitment to strategic automation and innovation.
- **Project Support:** Contribute to our transformative projects, assisting with technical escalations and ensuring smooth execution.
- **Customer Documentation:** Maintain up-to-date technical documentation for our clients, ensuring their systems are supported to our high standards.
- **After-Hours Support:** Provide reliable support outside of regular hours for scheduled call-outs and urgent issues.

Who You Are:

- **Experienced:** You bring a solid foundation in IT, backed by a Matric certificate and preferably an IT Technician certification (e.g., Microsoft Certified IT Professional).
- **Skilled:** Your in-depth understanding of internet security, data privacy principles, and proficiency in server, network, and software systems set you apart.
- **Problem Solver:** With excellent diagnostic and problem-solving skills, you're able to address technical issues efficiently.
- **Communicator:** Strong communication skills are key, as maintaining security and confidentiality is paramount.

Our Culture:

Our culture is built on the values of Action, Audacity, Impact, Care, and Teamwork. We are proactive in our approach to service delivery, bold and innovative in our thinking, focused on making a positive impact on our customers' businesses, caring about our customers and employees, and working together as a team to deliver the best possible services.

Why Join Us:

Joining FCA means being part of a team that values innovation and customer care. We are committed to empowering businesses by delivering exceptional IT services, and we need your expertise to continue this mission.

How to Apply:

Ready to make an impact? Submit your CV and cover letter to our HR department. Show us how your skills and experiences align with our vision and values.

We're excited to welcome a dedicated Support Engineer to our team, someone who can reinforce our company's value-add and contribute to our ongoing success in service delivery and technical innovation.