



IT Desktop Support

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

Position Overview

The IT Desktop Support is responsible for performing onsite hardware, software and peripheral updates and repairs in an organisation. Responsible for troubleshooting and repairs of computer systems and peripheral equipment located throughout the organisation. May include LAN installations, upgrades and repairs. May maintain an adequate spare parts inventory of systems, subsystems and component parts used in repair work. Prepares progress reports for all work performed. May have supervisory responsibilities.

What You'll Need



Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



Positive Attitude

We believe in creating a positive work environment that is enjoyable to be apart of and we look to the individuals of the company to make a **positive contribution** to our culture

Our Values

At Bidvest Insurance, we're all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment



Key Responsibilities and Duties

End User Support

- ▶ Install and configure computer systems as well as PC moves. Set up Desktop for all new employees,
- ▶ Ensure adequate spares are in stock to cater for unexpected outages, escalate if necessary
- ▶ Remote assisting staff or clients through a series of actions, either face-to-face or over the telephone or remote tools, to help set up systems or resolve issues.
- ▶ Ensure desktop peripheral devices are always installed and operational Record Keeping and Backups

Engagement

- ▶ Keep record to keep track of all computers allocated to personnel members.
- ▶ Maintain a comprehensive asset register, ensure all backups are managed and reported on.
- ▶ Ensure backup media is rotated offsite daily, all tapes must be sent on a daily to Metrofile/or the responsible party. Ensure all Multi-function device meter readings are submitted regularly as required.
- ▶ Ensure reports supplied by providers (All IT Providers) are looked at and escalations noted for anomalies within the report. Ensure all procedures are documented, in detail, as to how the environment has changed, as well as installation steps for all software. These must be maintained centrally as an SOP

Quality Assurance

- ▶ Ensure queries are dealt with timeously, and the actual user query is resolved to the user's satisfaction.
- ▶ Ensure all desktops, new or set up have a checklist attached with all relevant work completed and signed off by at least 1 escalation point,

Computer Hardware

- ▶ Installing and configuring computer hardware operating systems and applications. Diagnose and fix hardware faults.
- ▶ Replace parts as required.
- ▶ Maintenance and efficient operation of all printers and peripheral devices.
- ▶ Ensure voice recorders, telephony and Q-contact are functional optimally.

Computer Software

- ▶ Diagnose and fix software faults. Manage antivirus software.
- ▶ Support the roll-out of new applications, installation, and monitoring
- ▶ Install pre-required software for all desktops, including, not limited to Q-contact, Truelog, Zscaler etc.

Office General

- ▶ Implement, maintain, and ensure adherence to all IT related policies and procedures.
- ▶ Assist with IT related issues as requested from Management.
- ▶ Solve technical and applications problems.
- ▶ Provide support, including procedural documentation and relevant reports.
- ▶ Advise the relevant personnel regarding all IT related purchases, as required.

- ▶ Not limited to any application, all applications used by BIG will need to be supported in this role, as well as printers/tablets etc. Assist with Video Conference queries.
- ▶ Log queries with related vendors, ensure timeous follow ups with the vendors.
- ▶ Telephone and Data point patching

Additional Information

- ▶ Ensure the office radio is always operational Ensure boardroom and meeting rooms equipment is always functional,
- ▶ Switchboard equipment is fully operational
- ▶ Related tasks required by management

Knowledge & Skills

- ▶ Matric
- ▶ NQF Level 4 or relevant IT support diploma / degree.
- ▶ Delivering Results and Meeting Customer Expectations
- ▶ Minimum 3 years IT User Support Experience.
- ▶ Coping with extreme pressure and setbacks
- ▶ Achieving Personal Work Goals
- ▶ Microsoft Office skills, i.e. Outlook, Excel and Word would be an advantage. Satisfactory communication skills (verbal & written)

Submissions:

Preference will be given to PDI candidates in line with our EE strategy.

Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Bidvest Insurance is an authorised Financial Services Provider
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