

**POSITION NUMBER** : 600666146, 60066147, 60066148, 60066149  
**JOB TITLE** : SERVICE DESK AGENT  
**JOB GRADING** : C3  
**REPORTS TO** : MANAGER SERVICE SUPPORT  
**BUSINESS UNIT** : INFORMATION TECHNOLOGY (IT)  
**LOCATION** : IT (PRETORIA)  
**POSITION STATUS** : CONTRACT

### Purpose of the Job

This is an inbound position and the point of contact for 1st tier support and customer call logging. Service Desk Agent will be required to Log tickets and update tickets as well as do first line diagnosis. They will be required to answer calls and create tickets as per client requests.

### Job Responsibilities

- Receive and log all cases logged via email or telephonically by Internal Users
- Ensure Incident Resolution within the timeframes stipulated in the SLA
- Provide first level support for basic technical service requests and queries
- Ensure that cases are managed in accordance to the Case Management process
- Assign calls to relevant teams after logging
- Provide regular, accurate feedback and liaise with customer in a professional manner
- Close resolved cases upon confirming with customer to ensure customer satisfaction
- Escalate issues/complaints to Management or Team Leads

### Minimum Requirements

#### Qualifications:

- Grade 12
- A+
- N+
- ITIL V3 Foundation (Advantage)

#### Experience:

- 12 Months Helpdesk Experience
- Desktop support (advantage)

#### Knowledge and understanding of:

- Demonstrated knowledge, experience and expertise in the following:
  - Incident Management
  - Problem Management
  - Change Management
  - Administration
- Technical knowledge with experience on helpdesk and troubleshooting
- Knowledge of Microsoft applications
- Strong interpersonal, communication skills and attention to detail

## Skills

- Interpersonal
- Analytical
- Written and verbal Communication
- Time management
- Problem-solving

## Attributes

- Professional
- Detail-oriented
- Self-motivated
- Positive attitude
- Enthusiastic
- Collaboration
- Flexibility
- Work under stress
- Resourceful
- Persistence
- Teamwork

## How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to [RecruitmentNM@Postbank.co.za](mailto:RecruitmentNM@Postbank.co.za) Please indicate in the subject line the position you are applying for. To view the full position specification, log on to [www.postbank.co.za](http://www.postbank.co.za) and click on Careers.

## Closing Date

**21 July 2026**

## Disclaimers

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If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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