Job specification

End User Support

Core Services: IT Operations ('Atoms')

Employment status: Permanent

Reporting to: IT Operations Manager

Location: Johannesburg

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative health-tech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.
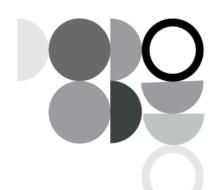
We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About the team

The purpose of the IT Operations team is to engineer, build, operate and maintain the Healthbridge digital platform and core systems. The team is a custodian of skills, methods and processes and in-depth technical knowledge of the existing core Healthbridge systems. Our team is responsible for systems ranging from end-user devices to complex infrastructure solutions (including security).

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

About the job

End User Support is an essential role within the company, responsible for ensuring all our employees' equipment performs optimally so that daily tasks can be performed without interruption. You will support people who are facing challenges, to resolve their issues.

Role purpose

IT Operations assumes the overall responsibility and control of IT resources to provide an efficient and cost-effective engine that drives and enables Healthbridge's purpose. Without it, our business would grind to a halt. As an End User Support technician, you will ensure the optimal health of end-user devices, as well as deliver specific goals set by the IT Operations Manager.
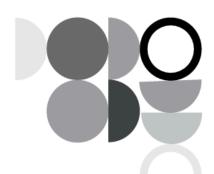
You will achieve this by:

- Providing support services to our employees as required;
- Monitoring and maintaining all end-user devices, meeting room equipment and telephony;
- Supporting the IT Operations Manager in maintaining the asset inventory list as well as ensuring systems are up to date;
- Ordering of stock and configuring devices as needed;
- Assisting with the security implementations on all end-user devices;
- Supporting, tracking, and resolving end-user incidents and requests within SLA.

Description

Tasks must always be completed with the highest level of professionalism, and always be courteous towards our internal clients. You will be the Core Services representative with all internal clients

Your main focus will lie with supporting our internal clients. As such, you will be responsible for:

- Installing, deploying, supporting, and maintaining laptops, printers, telephony systems, meeting room equipment, and software applications;
- Performing quarterly audits on software license usage;
- Monitoring and reporting (weekly and monthly) on end-user device health status;
- Troubleshooting, solution-finding, and continuous improvement relating to any system or process we have in place;
- Responsible for attending to tasks, incidents and requests relating to end-user requests;
- Other tasks and responsibilities that may arise from time to time.

Job requirements

Qualifications and experience

- CompTIA A+ required
- CompTIA Network+ required

Knowledge and skills

- Team player who is easy to work with and who functions effectively in any size team.
- Demonstrates personal motivation and a positive attitude.
- Uses initiative, and shows determination and commitment to delivery.
- Copes well under pressure, and demonstrates resilience.
- Strong facilitation skills.
- Strong work ethic and drive for results.
- Values quality and produces high-quality work at all times.
- Good verbal and written communication skills, including an extensive vocabulary of general language and ICT terminology.
- Reliable – ensures that if an assignment is allocated, it will be completed as agreed.
- Demonstrates high ethics and adherence to our values.

Technical competencies

- Windows Operating System: good working knowledge is required of installation, maintenance, scripting, configuration, security, monitoring, tuning, and troubleshooting;
- Windows Active Directory knowledge is required;
- Google Workspace experience is beneficial;
- Networking is beneficial;
- Printer support is beneficial.

Behavioural Competencies

- High attention to detail.
- Patience and flexibility.
- Able to deliver quality and meet deadlines while working under pressure.
- Tenacity.
- Customer service focused.
- Takes ownership of systems and processes.
- Able to work independently as well as within a team.
- Good problem-solving skills.
- Good communication and documentation skills.
- Desire to learn and grow and have fun!