Junior Support Technician Job Description

Are you looking for an exciting opportunity to start your career in technology support? We are seeking a Junior Support Specialist to join our growing team and provide top-notch technical support to our valued customers.

Location:

Work From Home / Office (Durban University of Technology)

About the company:

The DUT AppFactory is a dynamic and rapidly growing software development company. We specialize in developing custom software solutions for businesses of all sizes. Our goal is to provide our clients with innovative, efficient and user-friendly software that helps them achieve their business goals.

Responsibilities:

- Respond to customer inquiries via phone, email, and live chat
- Troubleshoot technical issues and provide resolution in a timely manner
- Log customer support requests in our database
- Collaborate with the team to identify and resolve technical problems
- Continuously update knowledge base with accurate information
- Provide excellent customer service and maintain a positive attitude

Requirements:

- Min. 1 years of experience in a technical support role, preferably in a customer service or help desk environment.
- Good problem-solving and analytical skills
- Basic knowledge of common operating systems, hardware, and software
- Ability to work well in a fast-paced and dynamic environment
- High school, diploma or equivalent; IT certifications a plus
- Previous experience in regards to customer service will be advantageous.
- Familiarity with common software applications such as Microsoft Office, email clients, and web browsers.
- Strong customer service and communication skills, with the ability to communicate technical information to non-technical users in a clear and concise manner.

- Knowledge of basic IT security concepts, including password management and data protection.
- Strong organizational and time management skills, with the ability to meet deadlines and work effectively under pressure.
- Familiarity with remote support tools and techniques, such as remote desktop software and virtual private networks (VPNs).
- A willingness to learn new technologies and continually improve your skills.
- Familiarity with testing frameworks.
- Knowledge with troublshooting browser based issues.

Education:

- A Matric, diploma or equivalent is typically required, IT certifications will be advantageous.

We offer competitive salary and opportunities for career advancement. If you're passionate about technology and enjoy helping others, we want to hear from you!

Please send your resume and cover letter to staffing@dutappfactory.co.za to apply for this exciting role. We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.