



Career Opportunity

IT Support Coordinator

Main Duties:

- Manage, Escalate and Track Incidents assigned to the Help Desk
- Ensure all incidents and service requests are resolved by IT Team following the standard processes
- Ensure regular case updates of all the ticket records (within IT department and to internal customers)
- Provide coordination and calibration across all the delivery teams
- Escalate all process-breakdown-related cases causing either a delay in resolution or an actual SLA breach
- Adhere to the agreed service levels and ensure prompt and accurate resolution of problems / incidents
- Receive and handle demands for administration (through Mail, Calls, Ticketing Tool)

Qualifications and Experience:

The ideal candidate should possess the following profile:

- Degree in IT from a recognized institution
- Have exposure with service delivery is a must
- Have proven experience as an IT help desk or other customer support role
- Be disciplined and organised
- Have excellent communication - Oral and Written (English and French)
- Incident Coordination experience would be a plus
- Experience in O365, system admin would be an advantage

If you feel challenged by the above position, and believe you have the required profile, please send your application letter and a full Curriculum Vitae online quoting "IT Support Coordinator" in the subject line to

hr@swanforlife.com

Closing Date: Friday 14 January 2022

The Company reserves the right:

1. To convene only the best qualified candidates to participate in the selection exercise.
2. Not to make any appointment following this advertisement