



Job Title

CaseWare Africa Technical Support Consultant

Reason for Vacancy

Replacement

Reporting to:

Yogi Moodley



Main purpose of this position

Draw on your software support technical/accounting and auditing knowledge to provide clients with product and technical support. The software support consultant will provide the highest quality second line support, service and products to our customers.

Your objectives will be to contribute significantly to quality of support, service and customer satisfaction through your professionalism, knowledge, technical expertise and communication skill.

You will address technical software issues submitted internally and externally, providing support related to CaseWare and other CaseWare Africa products, services and solutions

Key Deliverables and Weighting

- Make pro-active client success calls to ensure that all clients are satisfied
- Assist in testing new software and templates
- Partake in knowledge sharing, and the creation of regular Frequently Asked Questions presentations, and proactively inform team leaders and managers of product and client trends
- Provide beginning to end resolution to all reported issues, for all CaseWare, Cloud, other CaseWare Africa products, services and solutions

Closing date: 12 July 2019

Contact person: Mpho Mogagabe – Talent Acquisition Specialist

Telephone: 010 494 0026

Email address: Mpho.mogagabe@adaptit.co.za

To Apply: <https://www.casewareafrika.co.za/careers/brand-manager/>

- Provide methodical technical guidance to customers, distribution partners, and colleagues as required.
- Understanding and dealing with complex client environments, such as global profiles, terminal servers, firewalls and proxies
- Understand and resolve network related issues experienced by clients –where it impacts on how CaseWare and other CaseWare Africa applications function
- Manage a wide complexity range of requests and incidents.
- Ensure an efficient and qualitative case handling by following the defined support processes and tools.
- Interact with Product and Development teams in reporting and documentation of Defects and Enhancement Requests
- Perform on-going testing of issues and resolutions, in support of the Product and Development Teams, including load and performance testing.
- Working directly with our Professional Services team, participate in the delivery of solutions and Projects. This may include needs analysis, documentation, script development, testing, and installation / implementation tasks of a technical nature
- Solving all Microsoft related issues that hinders either the installation or usage of CaseWare and CaseWare Africa products and services

Management Level and Details of the Management Component of this role

None



Technical Knowledge, Skills and Abilities

- Good understanding of auditing, financial environment and related processes
- Training will be provided on division's software packages
- Demonstrated skill and experience with VB and/or VB script, or similar
- Experience troubleshooting Client Server and Web Client applications

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- Understanding of database platforms, data analysis and retrieval.
- Basic understanding of load and performance testing
- Working knowledge of networking in corporate and smaller environments.
- Excellent troubleshooting and issue resolutions skills
- Experience with electronically licensed software.
- Excellent communication skills – written and verbal
- Ability to multi-task and work with little or no supervision
- Ability to work under pressure
- Good time management and priority handling



Behavioural / Soft Competencies, Skills and Abilities

- Good interpersonal skills and can build rapport with people
- High Stress tolerance
- Must show initiative
- Customer focus
- Ability to meet deadlines and handle pressure
- Exceptionally well-organized, with great attention to detail
- Process-driven
- Self-confidence and the capability to have difficult conversations with colleagues, clients, suppliers
- Excellent troubleshooting and issue resolutions skills
- Excellent communication skills – written and verbal (will need to document complex solutions)
- Ability to multi-task and work with little or no supervision
- Ability to work under pressure
- Good time management and priority handling



Computer skills And knowledge

- Fully proficient in MS Office
- Highly computer literate, with a keen interest in software
- Excellent working knowledge of MS Office
- Experience troubleshooting Client Server and Web Client applications

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Details of Experience:

Essential requirements: A minimum of 18 months in a software support or a software technical support role

Desirable requirements: This experience should have been gained within an accounting / financial or technical software support environment



Education and Qualification

Essential requirements: Post-Matric qualification
Completed BCom Accounting / Information Technology degree. (Minimum NQF Level 6), with a minimum of 2nd year Accounting and Auditing as subjects.
Excellent academic achievements within the specified qualification (Please note that academic transcripts will be requested)

Desirable requirements: CaseWare Working Papers experience, Support methodology training (ITIL, 6 Sigma)

Working Environment & Travel

Some travel to clients may be required

Working Hours

08h00 – 17h00, punctuality is of utmost importance. Some overtime may be required

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What will make the incumbent successful in this role?

Continuous improvement - products, internal processes, routines and tools.

Work and act according to Core values of organization

The candidate must have strong interpersonal skills, be self-motivated and be a collaborative team player.

Equity Statement?

We are committed to employment equity in our recruitment process. It is our company policy to promote within where ever possible. Therefore priority will be given to our internal applicants if this enables us to achieve our Equity goals.

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