

## To whom it my concern

Q LINK requires the services of a passionate and qualified individual to expand its dynamic team for enhancement of services to the clients.

Position: **Operational Support Analyst**

Location: Pretoria East

Contract: Permanent (with a probation period)

Offer: Market related

Vacancy Reference: **Q20230009**

Available: As soon as possible

Closing Date: 21 April 2023

## Job Purpose:

To provide first line support to clients on banking products and assist to process electronic files for clients.

## Role Responsibilities:

- First Line Support - monitor communication channels and provide first line response for any customer queries, problems and incidents raised.
- Incident & SLA Management - ensure incidents are handled, escalated and resolved within the agreed SLA times.
- Test Support - support testing partners with any queries or issues raised during the industry testing (i.e. pre go-live) phase
- Product implementation and maintenance - To implement, monitor and maintain the operation of products and services for the customer.
- Knowledge management - Responsible for creating and maintaining knowledge base content for operational support.
- Take accountability for client files. Ensure that all transactions/files are processed timeously, and feedback are supplied to clients.
- Document findings and provide regular incident reports to stakeholders.
- Maintain effective system information and ensure that updates occur timeously.

## Preferred Requirements:

- 3+ years' experience working with SQL.
- Certificate or Diploma in an administrative field
- A minimum of 1-year experience in a similar role
- 2+ years' experience in MS Office, especially Word and Excel
- Sound knowledge of Bank and Insurance industry

## Personality Attributes:

- Must be customer focused and enjoy establishing good customer relations.
- Exceptional written and verbal communication skills
- Strong analytical and interpersonal skills
- Proactive and adept problem solver
- Able to keep information confidential.

- Should exhibit excellent time management and organizational skills to complete the assigned work effectively.
- Honest and trustworthy.
- Ability to work in a team and as an individual.
- Good presentation skills
- Ability to work under pressure and adhere to deadlines.

CVs can be sent to: [hr@qlink.co.za](mailto:hr@qlink.co.za)

Q LINK will only be in contact with shortlisted candidates. If you have not received feedback within 3 weeks after the closure of the advertisement, then please consider your application unsuccessful in this instance.