

FUTUREGROWTH

/ ASSET MANAGEMENT

FUTUREGROWTH ASSET MANAGEMENT IS RECRUITING!

We have an exciting opportunity available for a **GAP: Helpdesk Technician** in our Information Technology (IT) team.

Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.

GAP Helpdesk Technician

Are you passionate about providing technical support on computer systems? Do you have strong communication and interpersonal skills, and enjoy working in a collaborative environment? Are you organised, adaptable and grounded in strong ethics? If so, this opportunity may be well suited to you.

Who is Futuregrowth?

Futuregrowth has been South Africa's leading developmental, responsible and fixed-income investor for over 25 years. We manage a range of fixed interest and development funds and play a key leadership role in the South African asset management industry. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first.

Purpose of the position

As part of the IT team, the successful candidate will provide efficient and responsive technical support across the business. This includes resolving basic technical issues, supporting end users, and ensuring a high standard of service delivery.

Key responsibilities of the position

- The successful candidate will fulfil the following primary functions:
- Serving as the first point of contact for users seeking technical assistance;
- Performing remote troubleshooting using diagnostic techniques and targeted questioning;
- Determining the most appropriate solution based on the issue and information provided;
- Guiding users through the problem-solving process in a clear and structured manner;
- Escalating unresolved issues to the relevant support teams where necessary;
- Recording incidents, problems and resolutions in system logs; and
- Following up with users to ensure resolution and accurate status updates.

Knowledge and experience required

Skills, know-how and experience:

- Working knowledge of Microsoft Office applications and operating systems.
- Exposure to Microsoft 365 cloud applications.
- Good understanding of computer systems, mobile devices and related technologies.
- Ability to diagnose and resolve basic technical issues.

Professional qualifications:

- A BTech in Computer Studies or a relevant tertiary qualification.
- A+, N+ or Microsoft certifications would be advantageous.
- ITIL Foundation certification would be advantageous.

Key behaviours and competencies:

- High energy with a proactive, “can-do” attitude
- Strong collaboration and teamwork orientation
- Excellent verbal and written communication skills
- Strong listening ability and emotional intelligence
- Customer-focused approach
- Calm, composed and patient under pressure
- High attention to detail
- Analytical approach to problem-solving

Recruitment process

Selected candidates will need to attend a series of competency-based interviews/ activities and a psychometric assessment.

Application Link

[Click here to apply](https://bit.ly/4wC5C73) (https://bit.ly/4wC5C73)